



Fusion 7 White Label Standard

# Experience Specification

UI, Copy v14

September 9, 2015

Change Log

White Label Change Log

White Label Copy Change Log

Fusion Framework

The Fusion Experience

Site Map

Breakpoints & Zone Diagrams, Sign On

Breakpoints & Zone Diagrams, Credit Home

Site Tour

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Wireframe: Site Tour - Overview, Extra Small View

Wireframe: Site Tour - Navigation, Large View

Wireframe: Site Tour - Navigation, Extra Small View

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Wireframe: Site Tour - Profile, Large View

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Fusion 7 White Label Standard

# Change Log

# White Label Change Log

| Date      | Page Name                                   | Description                                                                                                                                                              | Initiated By          |
|-----------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| 5/13/2015 | All                                         | Initial Version                                                                                                                                                          | Citi                  |
| 6/19/15   | Balance Transfer Module                     | Removed any predictive text functionality                                                                                                                                | PRL 1                 |
| 6/19/15   | Balance Transfer Module                     | Added decimal points for all amounts entered                                                                                                                             | Citi feedback         |
| 6/19/15   | Balance Transfer Module                     | Removed page note mentioning that “Balance Transfer Module is only for primary user”                                                                                     | PRL 12                |
| 6/19/15   | Balance Transfer Status                     | Updated concept of BalCon status data to align more with current state AO                                                                                                | PRL 13                |
| 6/19/15   | Hybrid Account                              | Update annotations for Authorized Users Module to have no ability to Add/Edit/Remove functionality for the Private Label line of credit                                  | PRL 17                |
| 6/19/15   | Hybrid Account                              | Updated Card Selector to include an indication that the hybrid account as multiple accounts to select from                                                               | Razorfish             |
| 6/19/15   | Hybrid Account                              | Update the text for “Co-branded account” and “Private Label account” labels to have brackets [ ] to indicate that the copy is variable                                   | PRL 15                |
| 6/19/15   | Hybrid Account                              | Update the wireframes for Manage Cards so that the user can only remove at the card-level and not the account level                                                      | PRL 16                |
| 6/22/15   | Hybrid - Manage Cards                       | Update the Manage Linked Cards Module (on both the Manage account landing page and user profile) to allow the user to select a credit line to be the default on Sign-on. | Citi                  |
| 6/22/15   | Hybrid - Service Request Module             | Updated module to not suppress the “Report Lost or Stolen Card” and “Request Replacement Card”, links will now be disabled and show a tooltip with conditional content.  | Citi                  |
| 6/22/15   | Balcon - Select an Offer                    | Make all Promos content exposed on the Select an Offer screen, make all offer headlines equal weight and size                                                            | Citi Legal            |
| 6/22/15   | Balcon - Select an Offer                    | Add a tooltip to the Available Credit to mirror AO.                                                                                                                      | Citi Legal            |
| 6/22/15   | Balcon - Select an Offer                    | Make the copy for the offer “XX.XX APR on Balance Transfers....” the same font size as the “After that...” copy                                                          | Legal call on 6/22/15 |
| 6/23/15   | BalCon - I Want To Module                   | Add a link to ‘Complete an Online Balance Transfer Check’ to the I Want To Module                                                                                        | Citi Legal            |
| 6/25/15   | Hybrid - Manage Cards (User Profile Module) | Update modules to allow the user to select a credit line to be the default after registration                                                                            | Citi                  |
| 6/25/15   | Hybrid - Authorized Users                   | Edited page notes to mention that only the Private Label side will not be allowed to add/edit or remove Auth Users.                                                      | Citi                  |
| 6/25/15   | BalCon - Link Module                        | Update Link Module copy to say “Complete an Online Balance Transfer Check”                                                                                               | Citi Legal            |

# White Label Change Log

| Date    | Page Name                                                                                                                                                                                                                                                  | Description                                                                                                                                                                                                                                                                        | Initiated By  |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 6/25/15 | Balcon - Enter Transfer Information                                                                                                                                                                                                                        | Add in Fees & Interest Information and T's & C's copy on all screens                                                                                                                                                                                                               | Citi Legal    |
| 6/25/15 | BalCon - All pages                                                                                                                                                                                                                                         | Update all “Your Selected Offer” to match Select an Offer copy                                                                                                                                                                                                                     | Citi Legal    |
| 6/25/15 | BalCon - All pages                                                                                                                                                                                                                                         | Changed all APRs and dates to have variable blocks instead of actual copy                                                                                                                                                                                                          | RF            |
| 6/25/15 | BalCon - User Flow                                                                                                                                                                                                                                         | Updated the user flow to include interdiction recommendation                                                                                                                                                                                                                       | RF            |
| 6/25/15 | BalCon - User Flow                                                                                                                                                                                                                                         | Added a new user flow to show how the “Select a Different Offer” link works                                                                                                                                                                                                        | RF/Citi Legal |
| 6/25/15 | BalCon - Confirmation                                                                                                                                                                                                                                      | Moved Confirmation number to be inline with each Payee                                                                                                                                                                                                                             | RF            |
| 6/25/15 | BalCon - Change Offer Modal                                                                                                                                                                                                                                | Added Change Offer modal for users who select a new offer via a “Select a Different Offer” link or the Verify or Add Payee page                                                                                                                                                    | RF            |
| 7/08/15 | Balcon - Enter Transfer Information - Extra Small View Comp                                                                                                                                                                                                | Added fees footnote under “For more information, please see the FAQs” to match the wires.                                                                                                                                                                                          | PL 25         |
| 7/08/15 | Balcon - Select an Offer                                                                                                                                                                                                                                   | Moved select button to the bottom of the select an offer                                                                                                                                                                                                                           | PRL 26        |
| 6/29/15 | BalCon - User Flow                                                                                                                                                                                                                                         | Moved risk call to the time of Balcon submission                                                                                                                                                                                                                                   | FR PRL28      |
| 7/08/15 | Hybrid                                                                                                                                                                                                                                                     | Added page annotation to clarify that Private Label users shall have the ability to view the authorized user module; meaning they will see the name of any auth users on the hybrid account. Private Label users will not have the ability to manage (add/edit/delete) auth users. | PRL 28        |
| 7/08/15 | Balcon - Select an Offer                                                                                                                                                                                                                                   | Added status restrictions to link module                                                                                                                                                                                                                                           | PRL 30        |
| 7/08/15 | BalCon - Change Offer Modal, Verify or Add Payee Information                                                                                                                                                                                               | Specified in page annotations that payee information remains intact when selecting a new offer                                                                                                                                                                                     | PRL 31        |
| 7/14/15 | Balcon - Verify or Add Payees (Details Expanded), Large View, Balcon - Verify or Add Payees (Edit Amount), Extra Small View                                                                                                                                | Moved “Hide Offer Fees & Details” link above expanded offer                                                                                                                                                                                                                        | RF            |
| 7/14/15 | Balcon - Verify or Add Payees (Edit Amount), Large View, Balcon - Verify or Add Payees (Edit Amount), Extra Small View, Balcon - Verify or Add Payees (Edit Amount Error), Large View, Balcon - Verify or Add Payees (Edit Amount Error), Extra Small View | Expanded Amount field and error. Moved Save button below field, added cancel button                                                                                                                                                                                                | RF            |
| 7/14/15 | Balcon - Confirmation (Continued), Large View, Balcon - Confirmation, Extra Small View                                                                                                                                                                     | Changed Manage Account button to light color                                                                                                                                                                                                                                       | RF            |

# White Label Change Log

|         |                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |            |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 7/22/15 | Promotional Balance Details, White Label Standard                                                                                                       | Revised annotations to note:<br>The Promotional Purchase Details Page link should be available to the customers ONLY if the account has active and expired Promotions.<br>The Promotional Purchase Details Page link will be suppressed after the Expired Promotions have been displayed for the Statement Cycle.<br>Link to the Promotional Purchase Details Page will be suppressed in the I Want To Module and the takeover message/link that displays on the Promotional Balance Summary Module when a user has no active promotions | PCR 06     |
| 7/22/15 | Promotional Balance Details, White Label Standard                                                                                                       | Added new legal disclosure copy to the Promotional Purchase Details page to inform the customer about promos not displaying once they expire.                                                                                                                                                                                                                                                                                                                                                                                            | PCR 06     |
| 7/22/15 | Promotional Balance Details, White Label Standard                                                                                                       | Revised annotations to reflect new business rule: Once the expiration date has passed, expired promotions will show on the Promotional Balance Details Page until the end of the billing cycle they expire in. Once the billing cycle ends, the promo shall not be displayed.                                                                                                                                                                                                                                                            | PCR 06     |
| 7/23/15 | Balcon                                                                                                                                                  | Replaced “Transfers Must Post By” copy to “Respond By Date” in wireframes and annotations.                                                                                                                                                                                                                                                                                                                                                                                                                                               | PRL 34     |
| 8/05/15 | Balcon                                                                                                                                                  | Added annotation to note that continue button will change to “Add payee” after the user has already added one payee.                                                                                                                                                                                                                                                                                                                                                                                                                     | PRL 36     |
| 8/05/15 | Common Components                                                                                                                                       | Added wireframes to show chat within the security interdiction modal                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | PRL 38     |
| 8/13/15 | Balcon About Your Balance Transfer Disclosures Modal                                                                                                    | Replaced existing copy with this copy (retail services BAU disclosure).                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Citi Legal |
| 8/13/15 | Balcon                                                                                                                                                  | Changed dates in comp & wires to MMM DD, YYYY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Citi Legal |
| 8/13/15 | Balance Transfer Module - Verify or Add Payees, Extra Small View                                                                                        | Changed button to read “Submit” instead of “Continue”                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Citi Legal |
| 8/13/15 | Balance Transfer Module - Change Offer Modal, Extra Small View                                                                                          | Created extra small view                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Citi Legal |
| 8/13/15 | Balcon                                                                                                                                                  | Adjusted font weight of subheads and amounts to match AO/clarify                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Citi Legal |
| 8/13/15 | Balance Transfer Module - Confirmation, Large View, Balance Transfer Module - Confirmation, Extra Small View Balance Transfer Status Module, Large View | Removed confirmation numbers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Citi Legal |
| 8/19/15 | Various                                                                                                                                                 | Global Update - Removed mention of (mobile device) from all Extra Small View                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Citi Legal |
| 8/19/15 | Edit Authorized User Module                                                                                                                             | Copy deck update for edit authorized users                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Citi Legal |
| 8/19/15 | Balcon                                                                                                                                                  | Added “You have a [PENDING/REJECTED/DECLINED STATUS] balance transfer of [\$XXX.XX] to [PAYEE].” to copy deck.                                                                                                                                                                                                                                                                                                                                                                                                                           | RF         |
| 8/19/15 | Hybrid                                                                                                                                                  | Revised page notes to indicate for Lost/Stolen Card Module, “If the user changes accounts to the Private Label using the Card Selector, or a url fragment with the Private Label Selected, load Manage Account landing page with page-level notification.”                                                                                                                                                                                                                                                                               | Dev PRL 27 |
| 8/26/15 | Add Authorized User Module                                                                                                                              | Removed checkbox                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | RF         |
| 9/2/15  | Balcon                                                                                                                                                  | Updated User Flow and annotations to note that the Change Offer modal will appear above the select an offer screen and cancelling the modal will take the user to the select an offer screen.                                                                                                                                                                                                                                                                                                                                            | Razorfish  |
| 9/2/15  | Hybrid                                                                                                                                                  | Replaced “Private Label Credit Line” and “Co-branded Credit Line” with “Private Label Account” and “Co-branded Account”                                                                                                                                                                                                                                                                                                                                                                                                                  | Razorfish  |



# White Label Change Log

| Date    | Page Name                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Initiated By |
|---------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 6/11/15 | Initial Document               | Initial Draft                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Razorfish    |
| 6/19/15 | Hybrid Account                 | Linked Cards Summary Module and User Profile, Managed Cards:<br>Removed “Remove” buttons from accounts.                                                                                                                                                                                                                                                                                                                                                                                                                                                          | PRL 16       |
| 6/19/15 | Hybrid Account                 | Card Selector: Added brackets to “Co-branded Account” and “Private label Account” to indicate dynamic data.                                                                                                                                                                                                                                                                                                                                                                                                                                                      | PRL 15       |
| 6/19/15 | Hybrid Account                 | Manage Authorized Users: Updated note to indicate co-branded credit line will have the ability to manage authorized users online.                                                                                                                                                                                                                                                                                                                                                                                                                                | PRL 17       |
| 6/19/15 | Balance Transfer Module        | Enter Transfer Information: Removed auto-complete content.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | PRL 1        |
| 6/19/15 | Balance Transfer Status Module | Added intro and tooltip copy.<br>Updated Request details formatting so that information is now displayed in sentence form with expandable drawers to reveal additional information.<br>Removed Balance Transfer Details module in favor of integrating approved Balance Transfer information into existing Promotional Balances module.                                                                                                                                                                                                                          | PRL 13       |
| 6/22/15 | Balance Transfer Module        | Select an Offer, Verify or Add, Confirmation views: Updated Offer Details expanded content.<br>Added copy under Respond By: These checks must post to your account by XX/XX/XXXX for the promotional APR to apply.<br>Added new “Paying Interest” section with copy: We will begin charging interest on these checks on the transaction date.<br>On “Enter Information” page, added new copy under “Amount” field:This transaction will constitute a charge against your credit account.                                                                         | Razorfish    |
| 6/22/15 | Balance Transfer Module        | Link Module:<br>Updated to align with current AO experience: “Complete an Online Balance Transfer Check”                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Legal        |
| 6/22/15 | Balance Transfer Module        | Select an Offer:<br>Removed view/hide offer details links and repositioned “Select Offer” link.<br>Added “Available for Transfer” tooltip to align with current AO experience. See deck for content.                                                                                                                                                                                                                                                                                                                                                             | Legal        |
| 6/22/15 | Balance Transfer Module        | No Offers Takeover:<br>Updated copy to align current AO experience, referencing deck from Proactive Balcon BBY (S-0709914)                                                                                                                                                                                                                                                                                                                                                                                                                                       | Legal/PRL 23 |
| 6/22/15 | Balance Transfer Module        | What to Expect:<br>Updated copy to align with current AO experience: “You can pay off up to 4 creditors with balance transfer checks.”                                                                                                                                                                                                                                                                                                                                                                                                                           | Razorfish    |
| 6/22/15 | Balance Transfer Module        | Enter Your Transfer Information:<br>Updated intro copy to align with current AO experience, adding “You cannot use your balance transfer check to pay other accounts issued by Citibank, N.A. or its affiliates.”<br>Added “Your Selected Offer” content and “View Offers Fees & Details” link to align with current AO experience.<br>Updated “Pay To” tooltip, adding content from provided FAQs, “We cannot balance transfer to a checking account, savings account, another person, the IRS, or another account issued by Citibank, N.A. or its affiliates.” | Legal        |
| 6/22/15 | Balance Transfer Module        | Added “Interest and Fee Information” Schumer Box to align with current AO experience. See deck for content.                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Legal        |
| 6/22/15 | Balance Transfer Module        | Verify or Add Payees:<br>Updated subhead, “Balance Transfer Summary,” instead of “Request.”                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Razorfish    |
| 6/22/15 | Balance Transfer Module        | Confirmation:<br>Added additional copy points to align with current AO experience, including “Timing of Your Request” and “Status of Your Request” sections.<br>See deck for content.                                                                                                                                                                                                                                                                                                                                                                            | Legal        |
| 6/22/15 | Balance Transfer FAQs          | Updated to include “Promotional Balances” FAQs section with copy updates to reference balance transfers, as these will be tracked as Promotional Balances once approved. Added topic category tags.                                                                                                                                                                                                                                                                                                                                                              | Razorfish    |
| 6/22/15 | FAQ Library Module             | Updated to include conditional “Balance Transfers” links under “Account Management” topic for BBY/Sears.                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Razorfish    |
| 6/24/15 | I Want To ... Module           | Updated to include conditional “Complete an Online Balance Transfer Check” link for Sears/BBY.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Razorfish    |
| 6/24/15 | Balance Transfer Module        | Enter Your Transfer Information:<br>Updated validation errors for Pay To, Account Number, Address and Transfer Amount fields per current AO messaging provided by client and Ctit-to-Citi Balcon functional requirements.                                                                                                                                                                                                                                                                                                                                        | Razorfish    |
| 6/24/15 | Hybrid Account FAQs            | Wrote FAQs for Hybrid accounts and tagged accordingly to appear on relevant pages throughout the Fusion experience.                                                                                                                                                                                                                                                                                                                                                                                                                                              | Razorfish    |

# White Label Copy Change Log

|         |                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                    |
|---------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 6/24/15 | Hybrid Account                              | Linked Card Summary Module/User Profile Module, Manage Cards: Added “edit” state to demonstrate functionality with 2 credit lines.<br>Service Request Module: Added “service unavailable” tooltips/content to Report a Lost/Stolen Card and Request Replacement Card links, conditional when Private Label credit line is selected.                                                                                                                                                                 | Razorfish          |
| 6/25/15 | Balance Transfer Module                     | Select an Offer:<br>Updated Offer details to align with legal specifications.                                                                                                                                                                                                                                                                                                                                                                                                                       | Legal              |
| 6/25/15 | Balance Transfer Module                     | Enter Transfer Information:<br>Updated Offer details to align with legal specifications.<br>Added Terms & Conditions underneath Schumer Box.                                                                                                                                                                                                                                                                                                                                                        | Legal              |
| 6/25/15 | Balance Transfer Module                     | Verify or Add Payees:<br>Updated Offer details to align with legal specifications.                                                                                                                                                                                                                                                                                                                                                                                                                  | Legal              |
| 6/25/15 | Balance Transfer Module                     | Remove Payee Warning Modal:<br>Updated to include “Amount” of transfer request to be removed.                                                                                                                                                                                                                                                                                                                                                                                                       | Razorfish          |
| 6/25/15 | Balance Transfer Module                     | Confirmation:<br>Updated header: “You’ve Completed an Online Balance Transfer Check Request.”<br>Updated Offer detail language to align with latest legal specifications.                                                                                                                                                                                                                                                                                                                           | Legal              |
| 6/25/15 | Balance Transfer Module                     | Added “7 Things You Should Know” modal.                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Legal              |
| 6/25/15 | Balance Transfer Module                     | Updated “Terms & Conditions” modal to include Schumer box and full 7-point Terms & Conditions.                                                                                                                                                                                                                                                                                                                                                                                                      | Legal              |
| 6/25/15 | Balance Transfer Module                     | Added “Change Offer” modal, containing Terms & Conditions of newly selected offer, including Schumer box.                                                                                                                                                                                                                                                                                                                                                                                           | Legal              |
| 7/07/15 | Balance Transfer Status Module              | Balcon Status: Updated this copy to reflect that only Balance Transfers at promotional rate are tracked as Promotional Balances.                                                                                                                                                                                                                                                                                                                                                                    | PRL 33             |
| 7/07/15 | Hybrid Account FAQs                         | Re: the FAQ for Hybrid - Will I need to view separate statements for my two credit lines? Confirmed with Sonoco partner management that statements are separate and updated FAQ.                                                                                                                                                                                                                                                                                                                    | PRL 29             |
| 7/07/15 | Balance Transfer Module                     | Updated Payee Account Number error message to: Client-side warning message, if user enters characters other than numbers and letters:<br><b>Please re-enter the Payee Account Number. Spaces, dashes, and special characters are not allowed.</b>                                                                                                                                                                                                                                                   |                    |
| 7/14/15 | Balance Transfer Module                     | Hide Offer Fees & Details link – moved above offer copy.                                                                                                                                                                                                                                                                                                                                                                                                                                            | Razorfish          |
| 7/14/15 | Balance Transfer Module                     | Added Cancel link.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Razorfish          |
| 7/22/15 | Account Summary Module                      | In Spanish column, 1. deleted colon in “ Si no realiza cargos adicionales utilizando esta tarjeta y cada mes paga:” and 2. replaced bracketed credit counseling phone number with 1-877-337-8187 and added same phone number to English column.                                                                                                                                                                                                                                                     | Razorfish/Fusion 6 |
| 7/22/15 | Notifications Module                        | <ul style="list-style-type: none"><li>Added a missing comma in notification: “For your protection, we have issued you a new account number for your current [Card/Program Name].....; added missing dynamic data bracket in the Migration Notifications</li><li>Updated copy to include opt in + opt out date information for accepting/declining upgrades.”Congratulations!” message.</li><li>Added CIL Codes to:</li></ul> Migration Notifications<br>Notifications Updates – Minimum Payment Due | Razorfish/Fusion 6 |
| 7/22/15 | Make a Payment, Make a Payment with Options | Added CIL Codes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | CIL Team/Fusion 6  |
| 7/22/15 | Link Another Card Module                    | Updated Card Linking Takeover message to align with Vulnerability Assessment Update (SOW 52226). The body text now reads: “The information you entered does not match our records. Please re-enter your information in the fields below. For your protection, we cannot specify which field is incorrect.”                                                                                                                                                                                          | Fusion 5           |
| 7/22/15 | Card Profile Module, FAQ Library Module     | Updated “If outside the U.S.” copy to include Canada and Puerto Rico. (Multiple instances in FAQ Library Module.)                                                                                                                                                                                                                                                                                                                                                                                   | Fusion 5           |
| 7/22/15 | Content Modal                               | Updated Mobile Phone Policy to only read: By giving us a cell number or a number later converted to a cell number, you agree that we or our service providers can contact you at that number by autodialer, recorded or artificial voice, or a text. Your phone plan charges may apply.                                                                                                                                                                                                             | Fusion 6           |
| 7/23/15 | Promotional Balance Details, White Label    | New legal disclosure copy needs to be added to the Promotional Purchase Details page to inform the customer about promos not displaying once they expire: “Expired Promotional Balances will not display after the statement they expire in.”                                                                                                                                                                                                                                                       | PCR 6              |

White Label Copy Change Log

|         |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                  |                      |
|---------|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| 7/23/15 | Balance Transfer FAQ (Promotional Details FAQ), FAQs Library | Replaced this FAQ: “How many promotional balances are displayed on my online account?”<br>With this: What promotional purchase details can I view?                                                                                                                                                                                                                                                               | PCR 6                |
| 7/23/15 | Balance Transfer Module                                      | Within the Select an Offer view, we need to update the “Transfers Must Post By” copy to “Respond By Date”.                                                                                                                                                                                                                                                                                                       | PCR 6                |
| 8/04/15 | Security Interdiction                                        | Added note about conditional proactive chat triggered by first error.                                                                                                                                                                                                                                                                                                                                            | PRL 38               |
| 8/04/15 | BalCon                                                       | Need to add new copy for the Balcon ‘No Offers Takeover’ for ineligible status - Current Decomp Doc copy is as follows...<br><br>“Currently your account is not eligible for a Balance Transfer transaction. You will receive a letter in 7 to 10 business days that will provide the reasons. If after receiving the letter you have any additional questions, feel free to contact us at the number provided.” | PRL 35               |
| 8/04/15 | BalCon                                                       | Need to add new copy for the Balcon Amount field [when user enters amount = total available credit - fees. - Current Decomp Doc copy is as follows...<br><br>“The amount entered cannot exceed the amount available for transfer, plus the balance transfer fee. Please reduce your requested transfer amount by a minimum of \$[XXX.XX] and re-enter.”                                                          | PRL 35               |
| 8/04/15 | BalCon                                                       | Need to update the current copy related to Payee Account Number length - Current copy deck states:<br><br>“The Payee Account Number must be between 13 and 16 characters in length.” Need to update as the requirement is between 1 and 20 characters (1 minimum, 19 maximum)                                                                                                                                    | PRL 37               |
| 8/04/15 | BalCon                                                       | Need to update current copy deck regarding Payee Name length. Current copy deck states:<br><br>“The Payee Name you enter must be less than 29 characters.” However, we need to update the copy to state:<br><br>“either “less than 30 characters” or “29 characters or less”.                                                                                                                                    | PRL 37               |
| 8/04/15 | BalCon                                                       | Need to add new copy for Address Line(s) 1 & 2. User must enter numbers. Current Decomp Doc copy as follows...                                                                                                                                                                                                                                                                                                   | PRL 35               |
|         | BalCon                                                       | Address Line(s) 1 & 2: Updated character count max length errors to match Decomp doc; Address 1 is 26 characters max; Address 2 is 35 characters max.                                                                                                                                                                                                                                                            | PRL 37               |
| 8/04/15 | BalCon                                                       | Need to add new copy for when a user enters a state and ZIP Code, but upon submit, the zip code does not match the state. Current Decomp Doc copy as follows...<br><br>“State and ZIP Code do not match. Please confirm accuracy.”                                                                                                                                                                               | PRL 35               |
| 8/04/15 | BalCon                                                       | City: Updated character count max length (18 characters) error to match Decomp doc.                                                                                                                                                                                                                                                                                                                              | PRL 37               |
| 8/10/15 | Balance Transfer Module & Modal                              | Updated About Your Balance Transfer Disclosures/Modal with retail services BAU disclosures, including replacing numbers with bullet points, adding link to FAQs, and adding line that card is issued by Citibank N.A.                                                                                                                                                                                            | Citi DM & Citi Legal |
| 8/10/15 | Balance Transfer Module                                      | Link “terms and conditions” in disclosure,”See Terms & Conditions for more information.”                                                                                                                                                                                                                                                                                                                         | Citi Legal           |
| 8/10/15 | Balance Transfer Module                                      | Remove the copy within the ( ) in Paying Interest, “We will begin charging interest on these checks on the transaction date. (The interest charge will be \$0 while the promotional APR is 0%).                                                                                                                                                                                                                  | Citi Legal           |

# White Label Copy Change Log

|         |                                                           |                                                                                                                                                                                                                                                                                                 |                       |
|---------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| 8/10/15 | Balance Transfer Module/Offer Change Modal                | Added “Interest and Fee Information” subhead.                                                                                                                                                                                                                                                   | Citi Legal            |
| 8/12/15 | Balance Transfer FAQs                                     | Removed this sentence from “What is a promotional balance” FAQ answer: Balance transfers are also tracked as promotional balances.                                                                                                                                                              | Citi Legal            |
| 8/12/15 | Balance Transfer FAQs                                     | Added “on the transaction” to this sentence in ”What is a deferred interest promotion” FAQ answer: A deferred interest promotion allows you to make a purchase without paying interest on the transaction as long as you pay the purchase amount in full before the promotional period expires. | Citi Legal            |
| 8/12/15 | Balcon Transfer Module, Balcon Status Module              | Removed references to confirmation number.                                                                                                                                                                                                                                                      | Citi                  |
| 8/19/15 | Balance Transfer Status Module                            | Added status variables within copy deck and in notes column of copy deck: “You have a [PENDING/REJECTED/DECLINED STATUS] balance transfer of [\$XXX.XX] to [PAYEE].”                                                                                                                            | Fusion 7              |
| 8/19/15 | Manage Authorized Users (Edit Authorized User)            | Removed checkbox and associated copy for issuing an authorized user a card.                                                                                                                                                                                                                     | Brooks Brothers Legal |
| 8/25/15 | Balance Transfer Module                                   | Added ADA text for “Continue” button along with a note that button label is conditional. Also added “Add Payee” conditional button label (if user already added a payee) and relevant ADA text.                                                                                                 | Fusion 7/PRL 35       |
| 8/26/15 | Balance Transfer Module                                   | Update tooltip ADA copy for Pay to, Account Number, and Balance Transfer fields.                                                                                                                                                                                                                | Fusion 7/PRL 34       |
| 8/27/15 | Balance Transfer Module                                   | Removed the following error message copy from the ZIP Code field, as message only applies to the address field: “If user does not enter numbers: Numbers in the address are required. Please re-enter an address.”                                                                              | DEV PRL 38            |
| 8/27/15 | Balance Transfer Module                                   | Made INTEREST AND FEE INFORMATION header all capital letters.                                                                                                                                                                                                                                   | DEV PRL 37            |
| 8/28/15 | Balance Transfer Module                                   | Added CIL codes to error messages.                                                                                                                                                                                                                                                              | Citi                  |
| 9/02/15 | Balance Transfer Module                                   | Transfer Confirmation page Copy: Removed this sentence, “Check the status of your request.” after this sentence (Citi Approved),”Checks received by mail will expire in 90 days.”                                                                                                               | RF                    |
| 9/02/15 | Balance Transfer Module, Verify or Add Payees             | Added error message copy for checkbox field.                                                                                                                                                                                                                                                    | RF                    |
| 9/02/15 | Hybrid Account, Card Selector & User Profile/Manage Cards | Addressed labeling inconsistencies and updated dynamic labels to as follows; “account name” replaced “credit line.”<br>[Co-branded Account Name]<br>[Private Label Account Name]                                                                                                                | DEV PRL 41            |
| 9/03/15 | Balance Transfer Module                                   | Added “Optional” to Address Line 2 so reads as “Address Line 2 (Optional)”                                                                                                                                                                                                                      | RF                    |
| 9/03/15 | Balance Transfer Module, Verify                           | Added error message for user submits form with no payees, “Please add at least one payee to continue.”                                                                                                                                                                                          | RF                    |



Fusion 7 White Label Standard

# Fusion Framework

## The Fusion Experience

The Fusion framework applies responsive design and a modular framework that will enable Citi to better share, configure, and customize content relevant to each partner's objectives. Program Fusion enhances the account management experience to fully support business goals and drive engagement. The platform uses a single codebase to deliver a best-in-class user experience across desktop, tablet, and mobile devices.

## About Responsive Design

The Fusion experience includes five breakpoints. For the purposes of this document, we illustrate three main “master” views, which are indicated below by bold text. These master views are optimized for Desktop (large), Tablet (medium), and Mobile (extra small).

Breakpoint by Resolution:

These breakpoints map to specific screen resolutions:

- 1188 pixels and above = Extra Large View
- **1014 through 1187 = Large View \***
- **752 through 1013 = Medium View \***
- 480 through 751 = Small View
- **320 through 479 = Extra Small View \***

## What Is a Module?

A module is a building block in the Fusion experience. It is a component that contains content and functionality necessary for a user-specific task. Modules are assembled in collections relevant to a topic or task and displayed on a page.

### Informational Module

A module that presents information to a customer and may include customer data. For example, “Account Summary” does not write back to Citi systems.

### Transactional Module

A module that presents information to a customer and may include customer data. These modules typically support a process flow such as “Make a Payment.” Writes information back to Citi systems.

### Static Module

A module that presents content from the CMS with no customer data. This might include copy, images or video. An example is the “Contact Us” module.

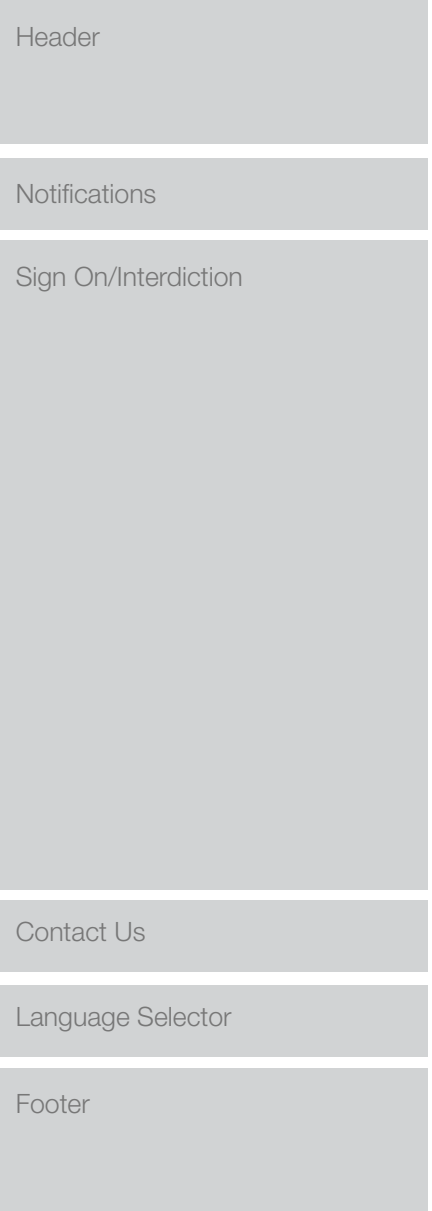
| UNAUTHENTICATED                           |                                           |                                           |                                 |                                |                         |
|-------------------------------------------|-------------------------------------------|-------------------------------------------|---------------------------------|--------------------------------|-------------------------|
| Registration                              |                                           | Sign On                                   |                                 | Forgot User ID/Password (FUIP) |                         |
| INTEGRATED MARKETING                      |                                           |                                           |                                 |                                |                         |
| ACCOUNT MANAGEMENT EXPERIENCE             |                                           |                                           |                                 | UTILITY NAVIGATION             |                         |
| Credit Home                               | Payments                                  | Statements                                | Manage Account                  | Profile                        | Help & Contact          |
| Account Summary                           | Payments Summary (w/ Make a Payment link) | Statement Summary                         | Manage Account Summary          | Card Profile                   | FAQ Summary             |
| Manage / Enroll AutoPay Status Summary    | Manage / Enroll AutoPay Status Summary    | Payments Summary (w/ Make a Payment link) | Manage / Add Card Summary       | Contact Information            | Contact Us Information  |
| One-Time Payment                          | Upcoming Payments                         | Manage / Enroll AutoPay Status Summary    | Manage / Add Users              | Email Preferences              | Secure Messages Summary |
| Promotional Balance Summary (conditional) | Payment History                           | Promotional Balance Summary (conditional) | My Documents                    | Authorized Users               | View Secure Message     |
| Account Activity                          | Manage / Add Payment Source Summary       | Download Statements                       | Account Services Links          | User Profile                   | Send Secure Message     |
| Settings Summary                          | Help & Contact                            | Account Activity                          | Help & Contact                  | Username & Password            | Account Services Links  |
| Help & Contact                            |                                           | Help & Contact                            |                                 | Security Questions             |                         |
|                                           |                                           |                                           |                                 | Manage Cards                   |                         |
|                                           |                                           |                                           |                                 | Settings Summary               |                         |
|                                           |                                           |                                           |                                 | Help & Contact                 |                         |
|                                           | Process Pages                             | Process Pages                             | Process Pages                   | Process Pages                  | Process Pages           |
|                                           | Make a Payment                            | Promotional Balance Details               | Manage Linked Cards             | Manage Alerts                  | FAQ Library             |
|                                           | Manage Payment Source                     |                                           | Manage Authorized Users         | Income Capture                 | FAQ Topic               |
|                                           | Manage AutoPay                            |                                           | Manage Paperless Settings       |                                | Message Index           |
|                                           | Manage Scheduled Payments                 |                                           | Dispute a Charge                |                                | View Message            |
|                                           |                                           |                                           | Report Lost or Stolen Card      |                                | New Message             |
|                                           |                                           |                                           | Order a Replacement Card        |                                |                         |
|                                           |                                           |                                           | Request a Credit Limit Increase |                                |                         |



Sign On, Large View



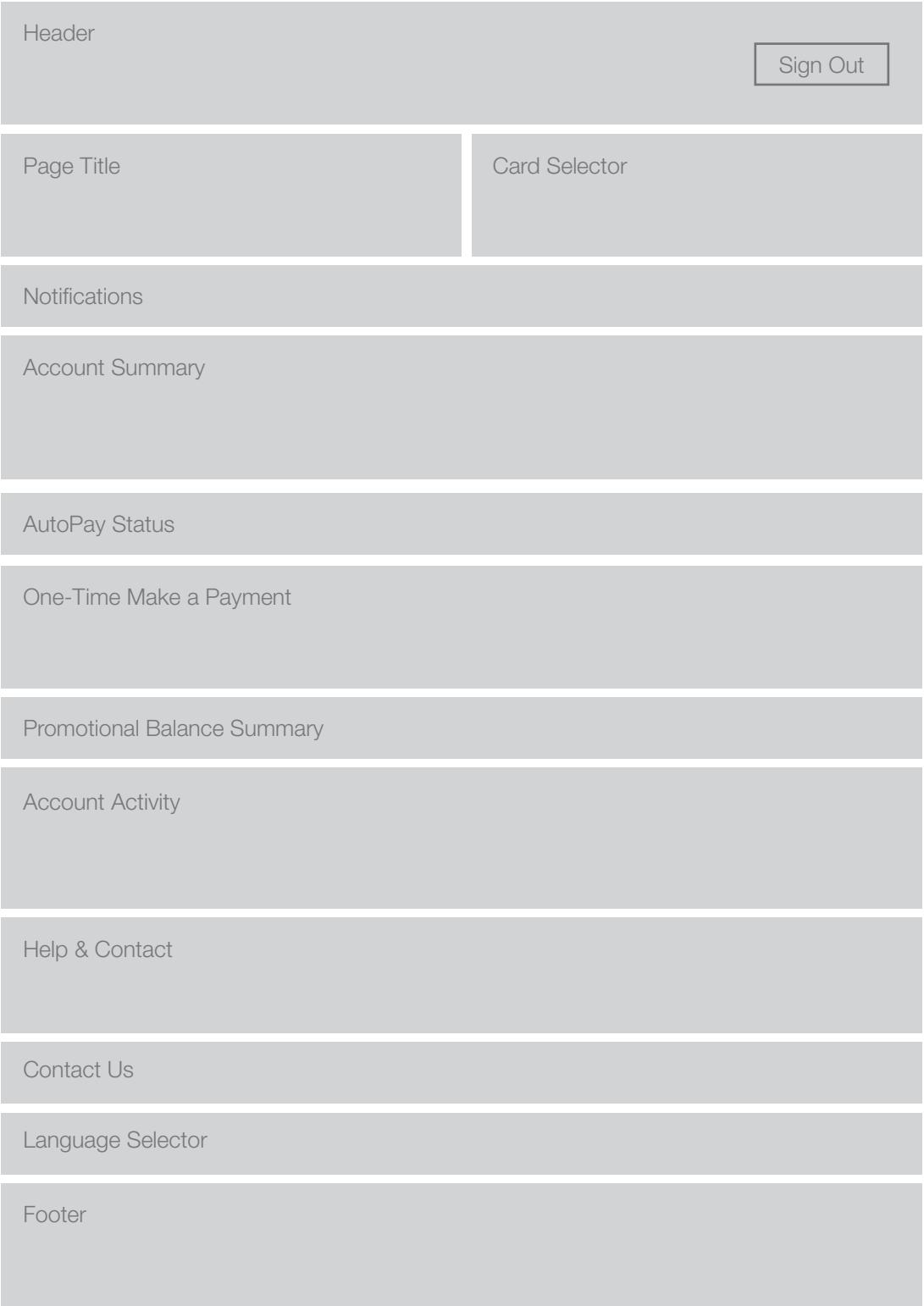
Sign On, Medium View



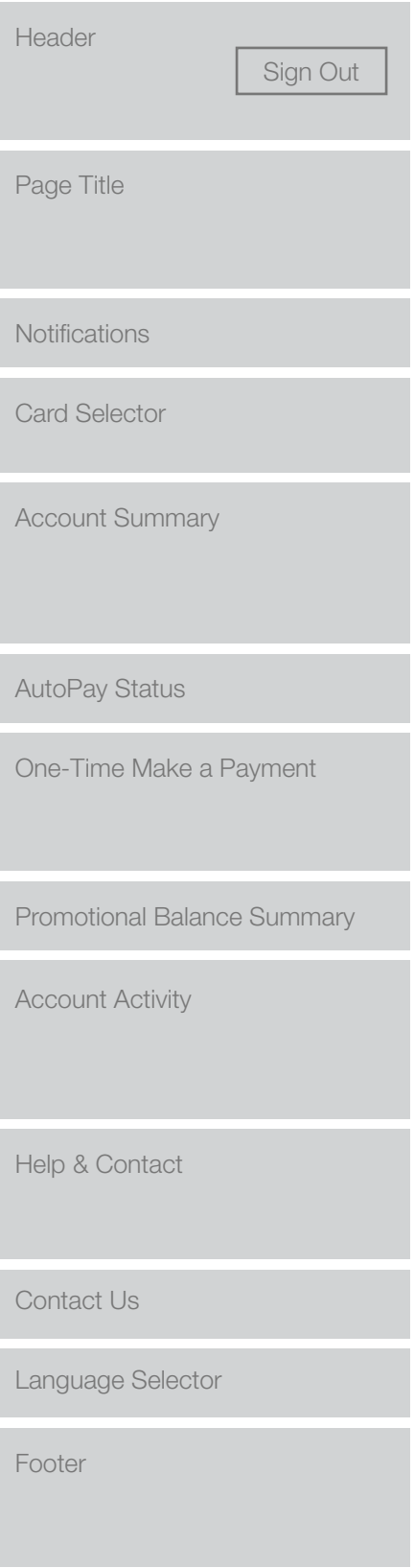
Sign On, Extra Small View



Credit Home, Large View



Credit Home, Medium View



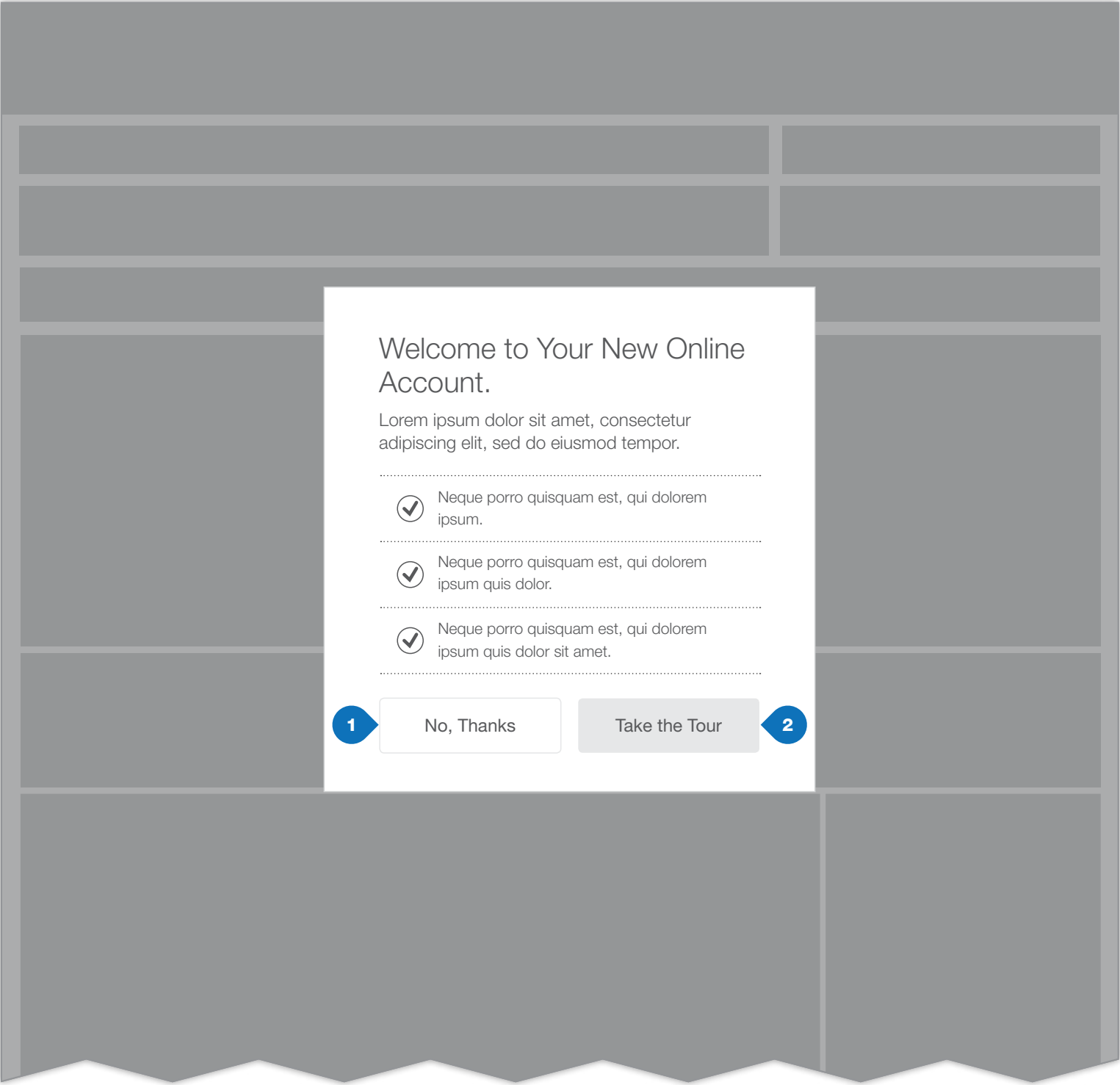
Credit Home, Extra Small View



Fusion 7 White Label Standard

# Site Tour

Wireframe: Site Tour - Overview, Large View



Page Notes

Module Type: Informational Module

This is the Overview of the Site Tour. Site Tour visibility is determined per SOM. User may also access Site Tour via the FAQ Library Module. See *Wireframe: FAQ Library Module - Subtopic, Question Expanded, Large View*. Site Tour is not offered to accounts with the following statuses: Legal, Bankrupt, Lost or Stolen, Fraud, or Charged Off.

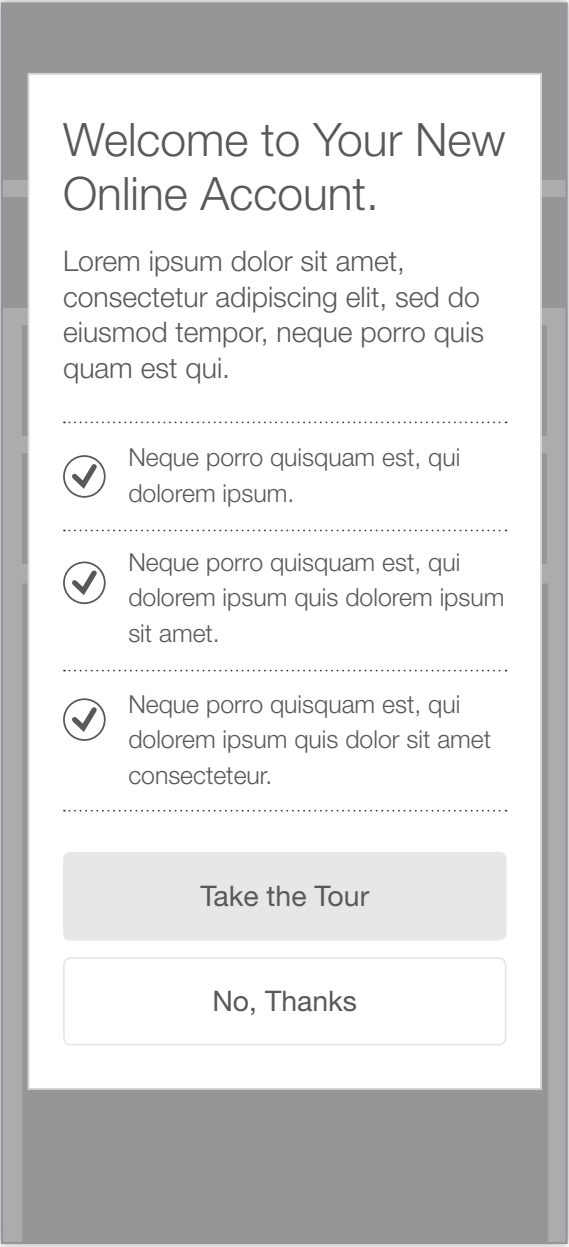
If user enters site tour from registration, display conditional copy combining registration confirmation and site tour overview. If SOM is down after registration, do not launch site tour; display default registration confirmation screen.

Content and interactions are consistent across Large and Extra Large breakpoints. If the user resizes the browser from the Large and Extra Large breakpoint to Medium, Small or Extra Small and vice versa while the Site Tour is launched, the Site Tour restarts in the new breakpoint. If the user Signs out or if session times out during the Site Tour, does not launch Site Tour at next session if determined by SOM. If Site Tour fails to load, it launches at next login if determined by SOM.

Interaction Notes

| Key | Element              | Action                                                   | Notes                                                                    |
|-----|----------------------|----------------------------------------------------------|--------------------------------------------------------------------------|
| 1   | No, Thanks Button    | onClick dismisses the tour and displays Credit Home Page | If user selects 'No Thanks', does not display Site Tour at next session. |
| 2   | Take the Tour Button | onClick displays first step of the Site Tour             | See <i>Wireframe: Site Tour - Navigation, Large View</i>                 |

Wireframe: Site Tour - Overview, Extra Small View



Page Notes

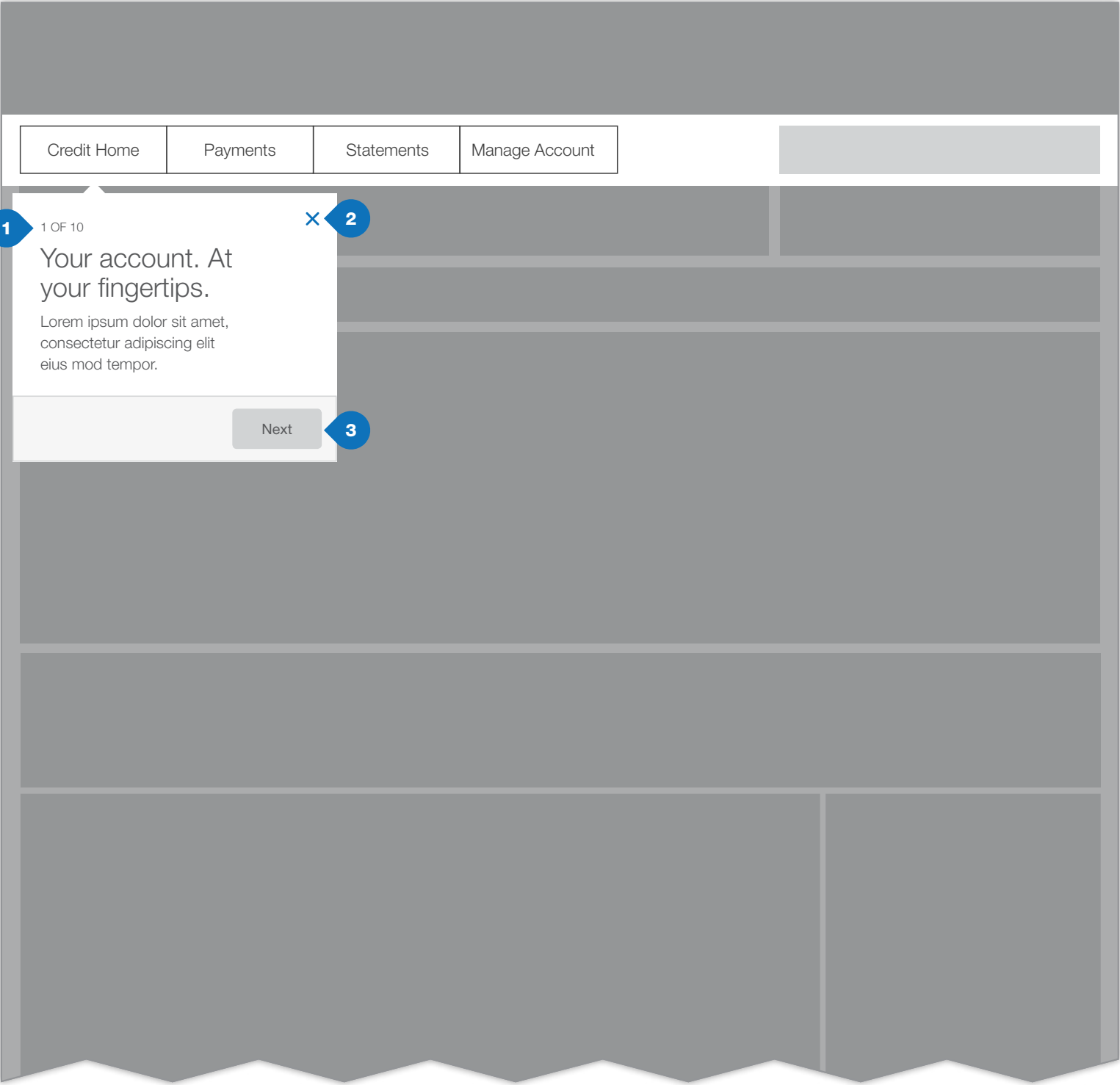
Module Type: Informational Module

This is the Overview of the Site Tour. Site Tour launches and is suppressed per SOM. User may also access Site Tour via the FAQ Library Module. See *Wireframe: FAQ Library Module - Subtopic, Question Expanded, Extra Small View*. Site Tour is not offered to accounts with the following statuses: Legal, Bankrupt, Lost or Stolen, Fraud, or Charged Off.

If user enters site tour from registration, display conditional copy combining registration confirmation and site tour overview. If SOM is down after registration, do not launch site tour; display default registration confirmation screen.

Content and interactions are consistent across Large and Extra Large breakpoints. If the user resizes the browser from the Large and Extra Large breakpoint to Medium, Small or Extra Small and vice versa while the Site Tour is launched, the Site Tour restarts in the new breakpoint. If the user Signs out or if session times out during the Site Tour, does not launch Site Tour at next session if determined by SOM. If Site Tour fails to load, Site Tour launches at next login if determined by SOM.

# Wireframe: Site Tour - Navigation, Large View



## Page Notes

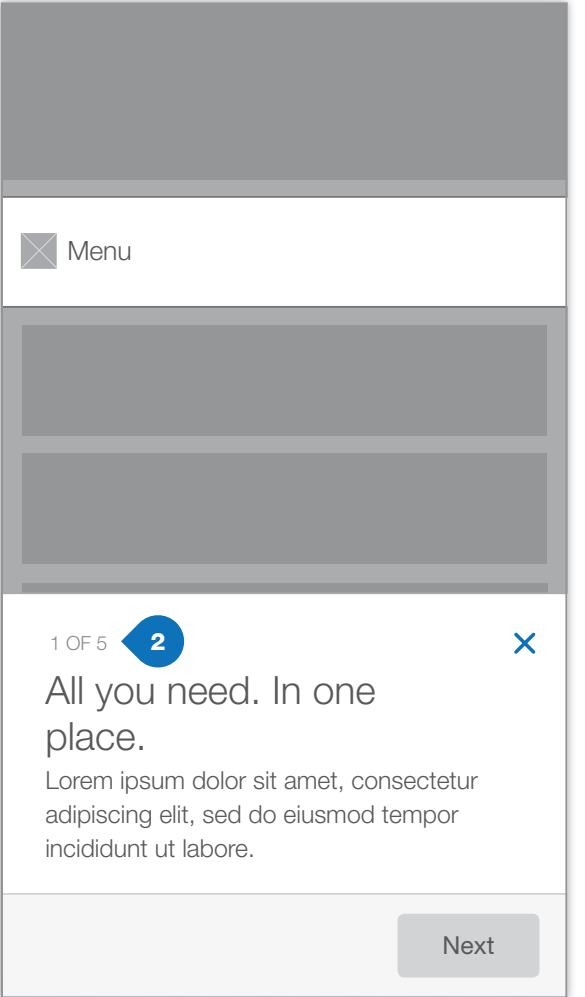
Module Type: Informational Module

This is the Navigation view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

## Interaction Notes

| Key | Element     | Action                                                    | Notes                                                        |
|-----|-------------|-----------------------------------------------------------|--------------------------------------------------------------|
| 1   | X of X Text | None                                                      | Conditional content. Indicates the step that the user is on. |
| 2   | Close Icon  | onClick dismisses the modal and displays Credit Home Page |                                                              |
| 3   | Next Button | onClick displays next step of the Site Tour               | See <i>Wireframe: Site Tour - Payments, Large View</i>       |

Wireframe: Site Tour - Navigation, Extra Small View



Page Notes

Module Type: Informational Module

This is the Navigation view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Medium, Small and Extra Small breakpoints.

Interaction Notes

| Key | Element     | Action  | Notes                                                                                                                           |
|-----|-------------|---------|---------------------------------------------------------------------------------------------------------------------------------|
| 1   | Modal       | Various | The modal window is always pinned to the bottom of the screen on all steps                                                      |
| 2   | X of X Text | None    | Conditional content. Indicates the step that the user is on. There is a total of 5 steps for Small and Extra Small breakpoints. |

Wireframe: Site Tour - Payments, Large View



Page Notes

Module Type: Informational Module

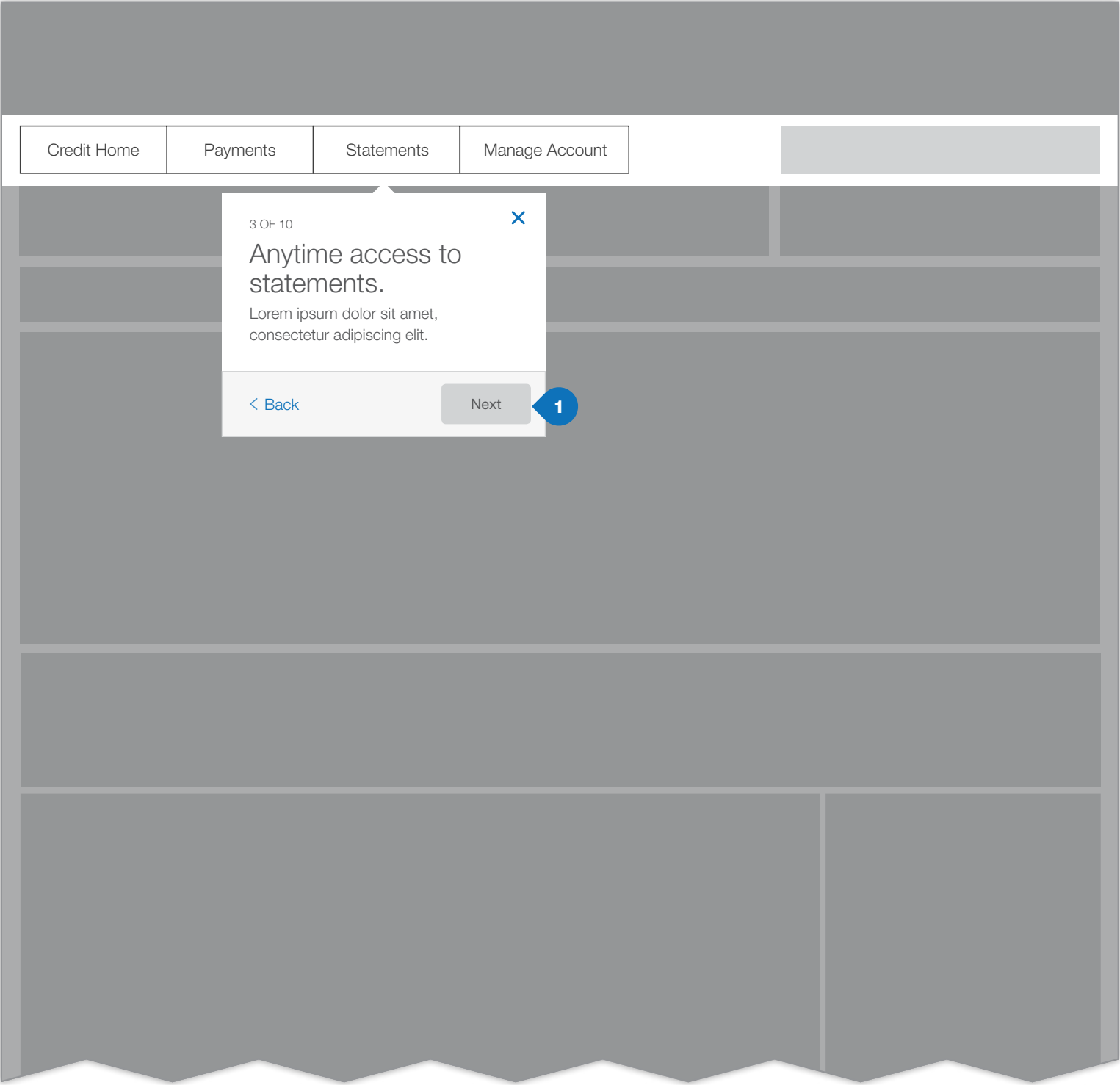
This is the Payments view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

Interaction Notes

| Key | Element     | Action                                          | Notes                                             |
|-----|-------------|-------------------------------------------------|---------------------------------------------------|
| 1   | Back Link   | onClick displays previous step of the Site Tour | See Wireframe: Site Tour - Overview, Large View   |
| 2   | Next Button | onClick displays next step of the Site Tour     | See Wireframe: Site Tour - Statements, Large View |



Wireframe: Site Tour - Statements, Large View



Page Notes

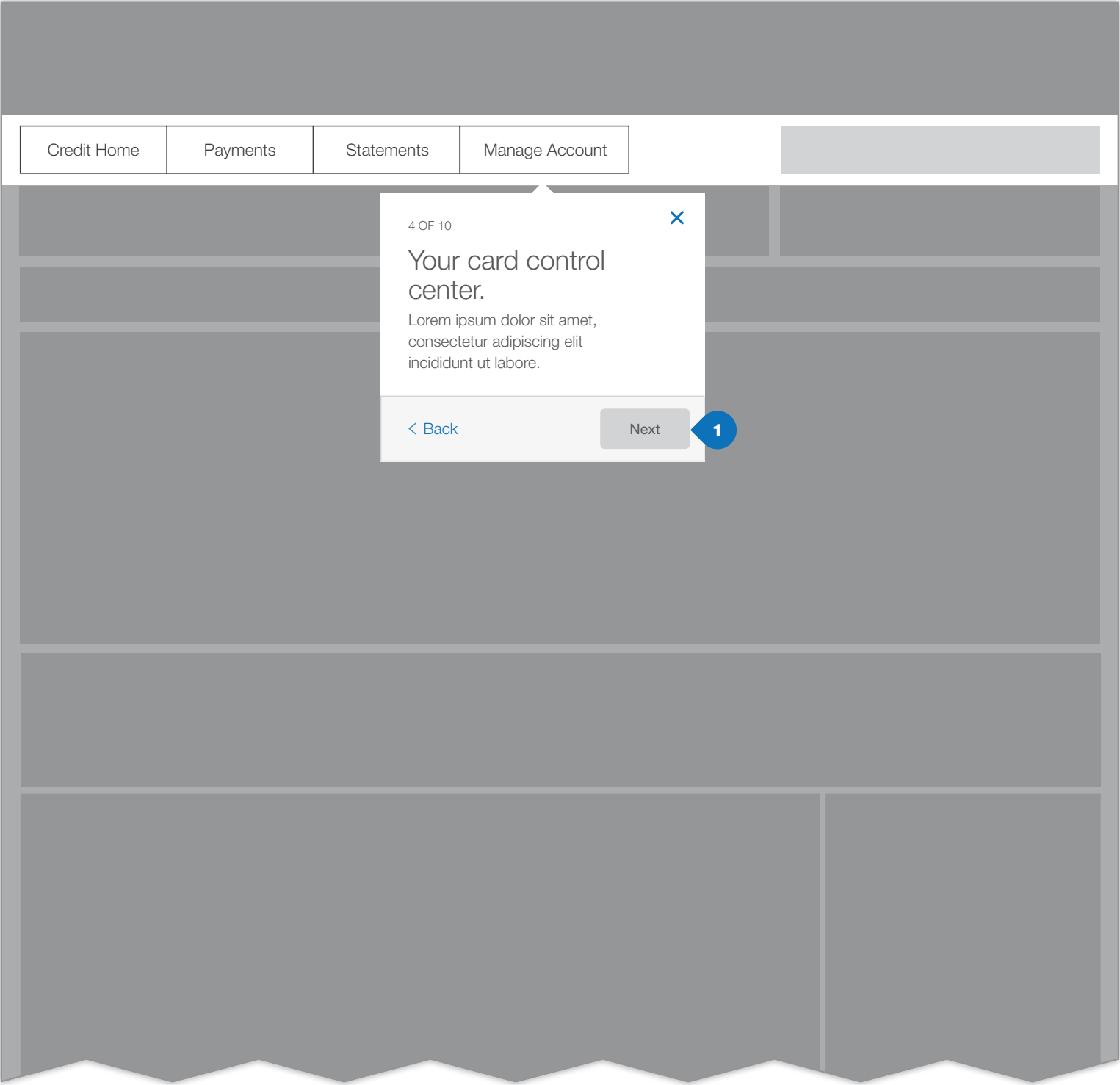
Module Type: Informational Module

This is the Statements view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

Interaction Notes

| Key | Element     | Action                                      | Notes                                                 |
|-----|-------------|---------------------------------------------|-------------------------------------------------------|
| 1   | Next Button | onClick displays next step of the Site Tour | See Wireframe: Site Tour - Manage Account, Large View |

Wireframe: Site Tour - Manage Account, Large View



Page Notes

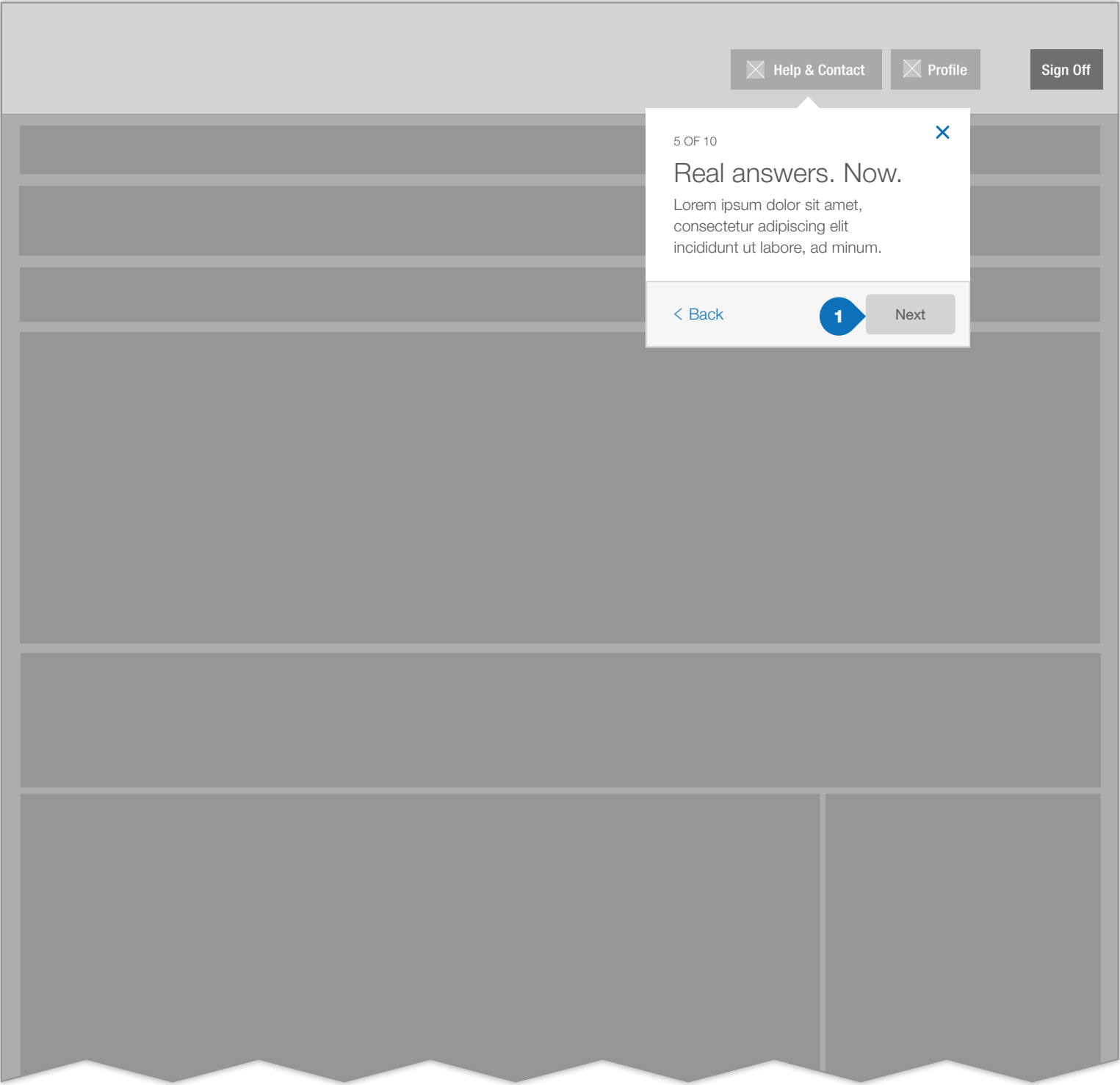
Module Type: Informational Module

This is the Manage Account view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

Interaction Notes

| Key | Element     | Action                                      | Notes                                                            |
|-----|-------------|---------------------------------------------|------------------------------------------------------------------|
| 1   | Next Button | onClick displays next step of the Site Tour | See <i>Wireframe: Site Tour - Help &amp; Contact, Large View</i> |

Wireframe: Site Tour - Help & Contact, Large View



Page Notes

Module Type: Informational Module

This is the Help & Contact view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

Interaction Notes

| Key | Element     | Action                                      | Notes                                          |
|-----|-------------|---------------------------------------------|------------------------------------------------|
| 1   | Next Button | onClick displays next step of the Site Tour | See Wireframe: Site Tour - Profile, Large View |

Wireframe: Site Tour - Profile, Large View



Page Notes

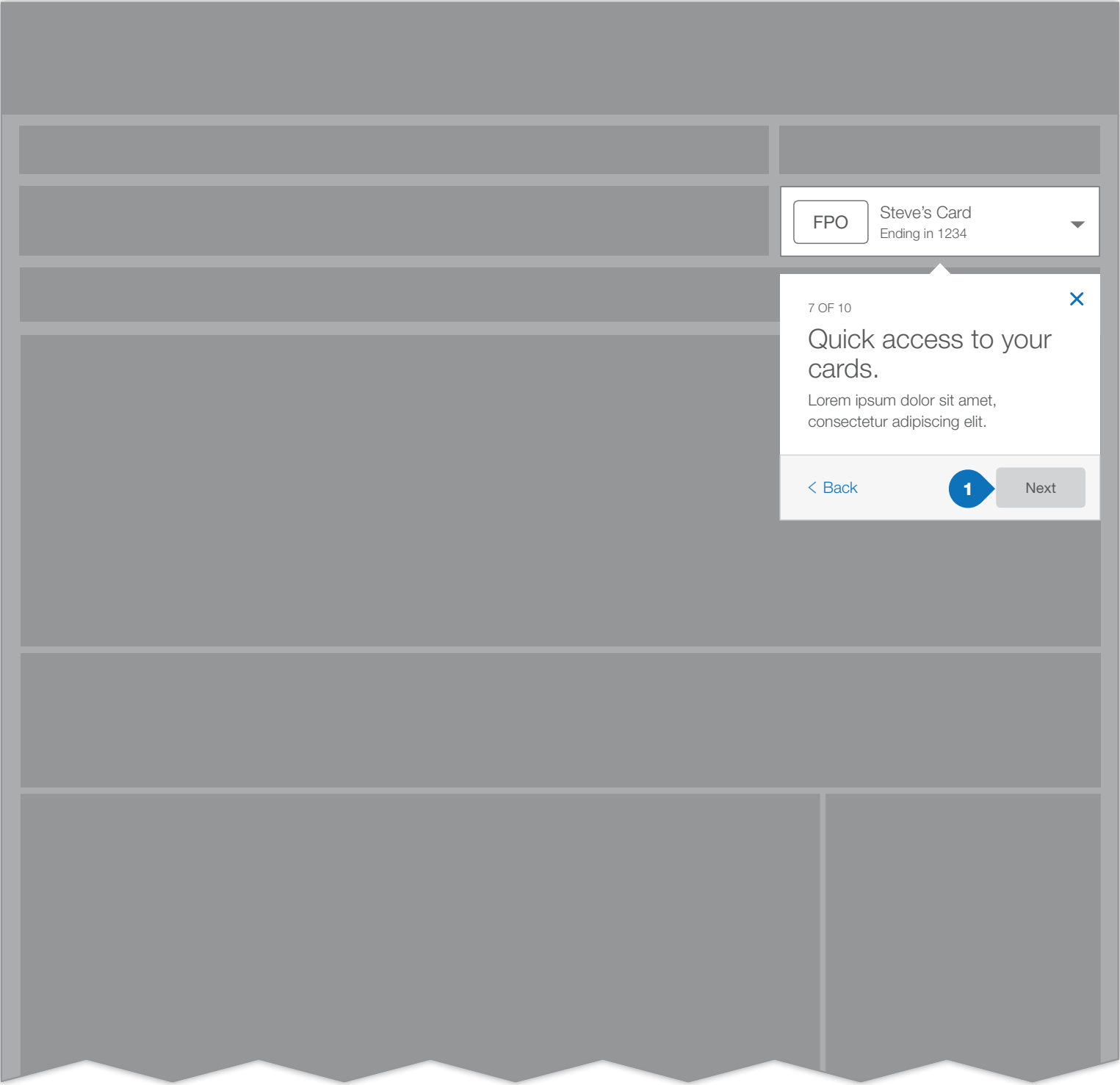
Module Type: Informational Module

This is the Profile view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

Interaction Notes

| Key | Element     | Action                                      | Notes                                                       |
|-----|-------------|---------------------------------------------|-------------------------------------------------------------|
| 1   | Next Button | onClick displays next step of the Site Tour | See <i>Wireframe: Site Tour - Card Selector, Large View</i> |

# Wireframe: Site Tour - Card Selector, Large View



## Page Notes

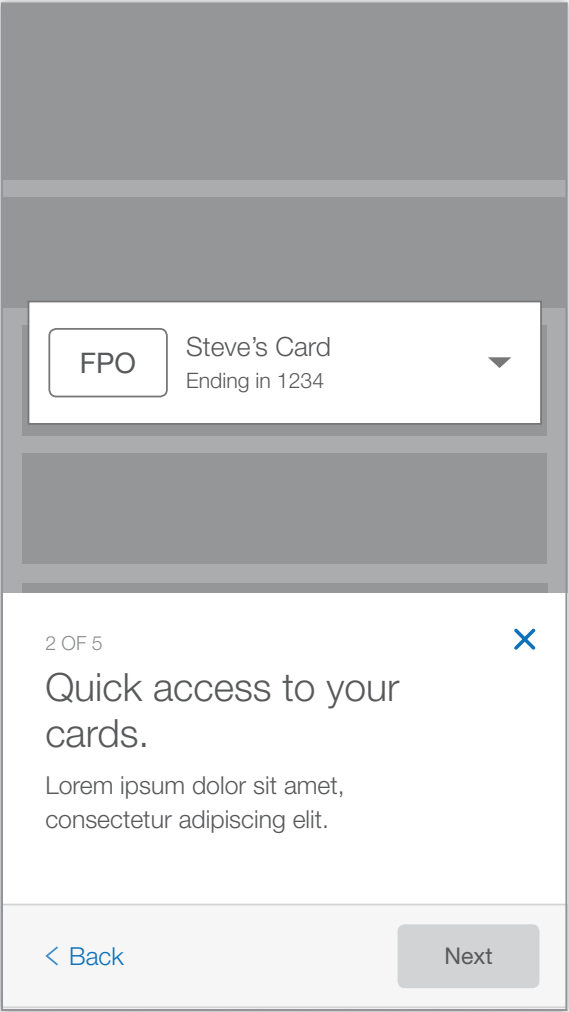
Module Type: Informational Module

This is the Card Selector view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

## Interaction Notes

| Key | Element     | Action                                      | Notes                                                         |
|-----|-------------|---------------------------------------------|---------------------------------------------------------------|
| 1   | Next Button | onClick displays next step of the Site Tour | See <i>Wireframe: Site Tour - Account Summary, Large View</i> |

# Wireframe: Site Tour - Card Selector, Extra Small View



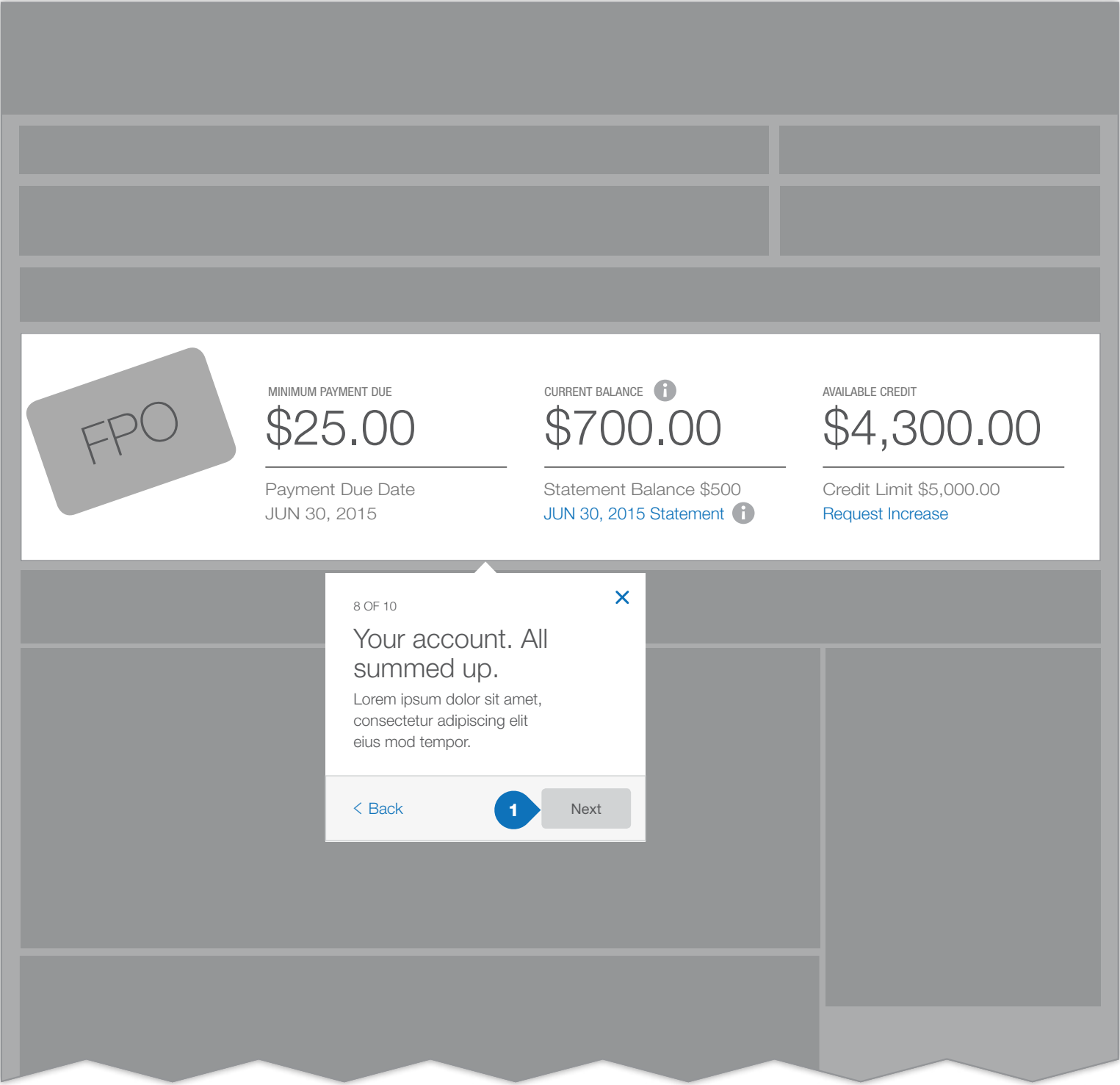
## Page Notes

Module Type: Informational Module

This is the Card Selector view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Medium, Small and Extra Small breakpoints.



Wireframe: Site Tour - Account Summary, Large View



Page Notes

Module Type: Informational Module

This is the Account Summary view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

Interaction Notes

| Key | Element     | Action                                      | Notes                                                          |
|-----|-------------|---------------------------------------------|----------------------------------------------------------------|
| 1   | Next Button | onClick displays next step of the Site Tour | See Wireframe: Site Tour - Make a One-Time Payment, Large View |



# Wireframe: Site Tour - Account Summary, Extra Small View

ACCOUNT SUMMARY

+

MINIMUM PAYMENT DUE

\$25.00

Payment Due Date

JUL 30, 2015

Show More

3 OF 5

×

Your account. All summed up.

Lorem ipsum dolor sit amet, consectetur adipiscing elit eiusmod tempor sed do eiusmod.

< Back

Next

## Page Notes

Module Type: Transactional Module

This is the Account Summary view of the Site Tour. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Medium, Small and Extra Small breakpoints.

# Wireframe: Site Tour - One-time Make a Payment, Large View



## Page Notes

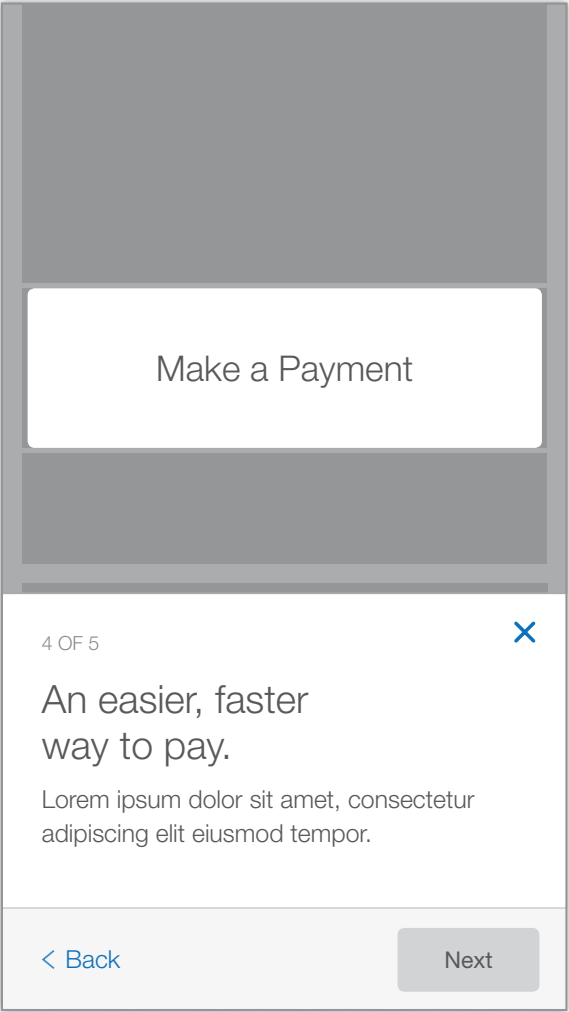
Module Type: Informational Module

This is the One-time Make a Payment view of the Site Tour. Content of the module is conditional based on whether user has a payment source on file; Displays takeover state. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

## Interaction Notes

| Key | Element     | Action                                      | Notes                                                   |
|-----|-------------|---------------------------------------------|---------------------------------------------------------|
| 1   | Next Button | onClick displays next step of the Site Tour | See Wireframe: Site Tour - Account Activity, Large View |

# Wireframe: Site Tour - One-time Make a Payment, Extra Small View

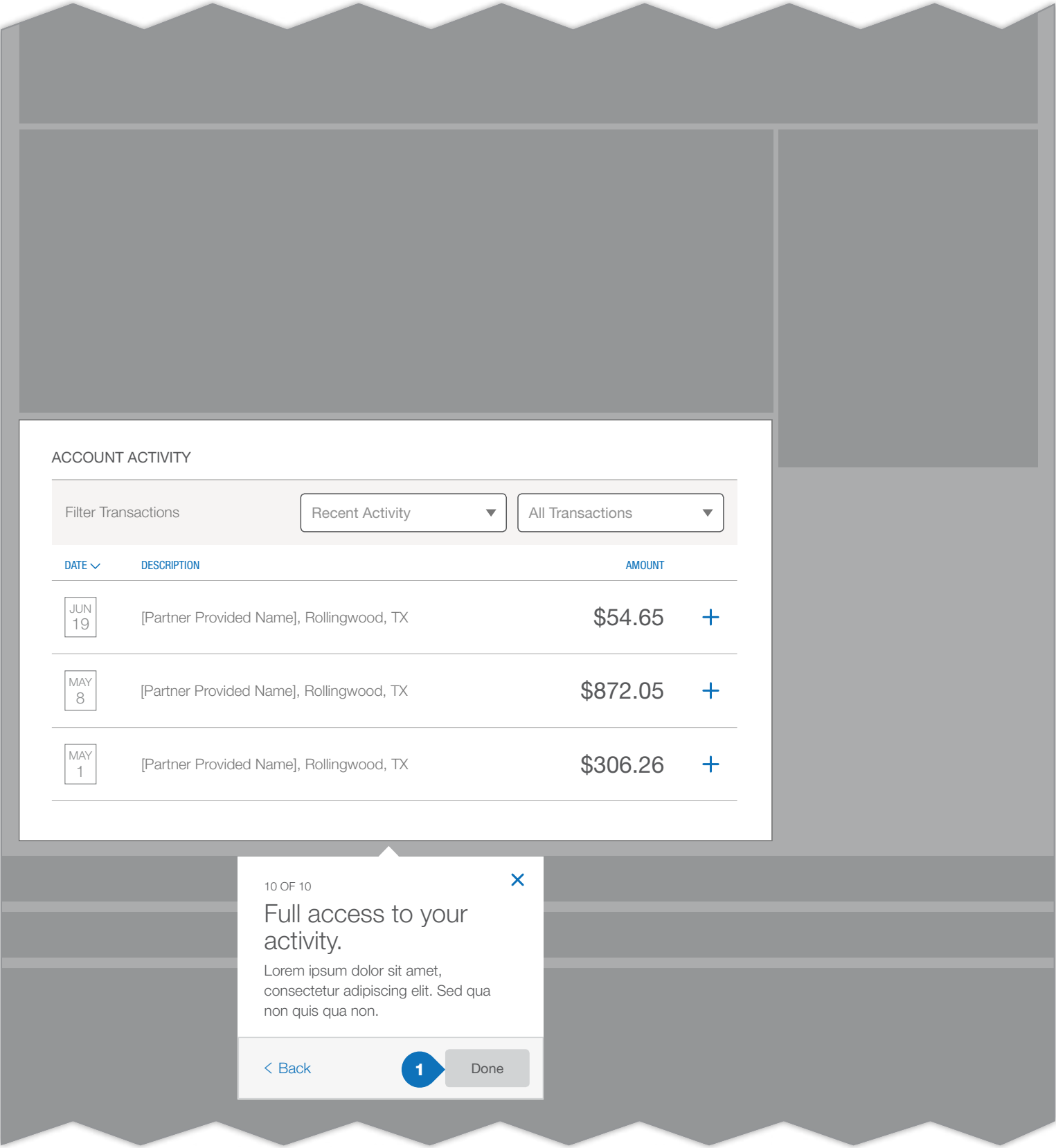


## Page Notes

Module Type: Informational Module

This is the One-time Make a Payment view of the Site Tour. Content of the module is conditional based on whether user has a payment source on file; Displays takeover state. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Medium, Small and Extra Small breakpoints.

Wireframe: Site Tour - Account Activity, Large View



Page Notes

Module Type: Informational Module

This is the Account Activity view of the Site Tour. Content is conditional. Displays takeover state if the user has no account activity since the last statement. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Large and Extra Large breakpoints.

Interaction Notes

| Key | Element     | Action                                                        | Notes                                       |
|-----|-------------|---------------------------------------------------------------|---------------------------------------------|
| 1   | Done Button | onClick dismisses the Site Tour and displays Credit Home page | See Wireframe: Credit Home Page, Large View |

## Wireframe: Site Tour - Account Activity, Extra Small View

ACCOUNT ACTIVITY

Filter Transactions

Recent Activity

All Transactions

DATE

JUN  
30

[Partner Provided Name]  
Rollingwood

+

5 OF 5

Full access to your activity.

Lorem ipsum dolor sit amet, consectetur adipiscing elit eiusmod tempor.

< Back

Done

### Page Notes

Module Type: Informational Module

This is the Account Activity view of the Site Tour. Displays takeover state if the user has no account activity since the last statement. Modules are not interactive within the Site Tour experience. Content and interactions are consistent across Medium, Small and Extra Small breakpoints.

| FUSION: INTRO MODULE |   |   |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        |                                                                             |
|----------------------|---|---|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------|
| D                    | T | M | ELEMENT             | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                       |
|                      |   |   | Header              | Welcome to Your New Online Account.                                                                                                                                                                                                                                                                                                                                                                                                           | Bienvenido a tu nueva cuenta en línea.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |               |                |                          |        |                                                                             |
|                      |   |   | Subhead             | <p>Introducing a whole new experience built to give you more control over your card and your time.</p> <ul style="list-style-type: none"><li>• Get around faster in an intuitive, clutter-free environment.</li><li>• Log in from anywhere with a design optimized for any device.</li><li>• Manage your account your way with all the features you enjoyed before—and more.</li></ul>                                                        | <p>Presentamos una experiencia totalmente nueva creada para proporcionarte más control sobre tu tarjeta y tu tiempo.</p> <ul style="list-style-type: none"><li>• Desplázate más rápidamente en un entorno intuitivo y sin acumulación de papel.</li><li>• Inicia sesión desde cualquier lugar con un diseño optimizado para cualquier dispositivo.</li><li>• Maneja tu cuenta a tu manera con todas las características que disfrutabas antes, y mucho más.</li></ul>                                                                 |     |               |                |                          |        |                                                                             |
|                      |   |   | Conditional Subhead | <p>Congratulations. Your account setup is complete. Now discover a whole new online account, built to give you more control over your card and your time.</p> <ul style="list-style-type: none"><li>• Get around faster in an intuitive, clutter-free environment.</li><li>• Log in from anywhere with a design optimized for any device.</li><li>• Manage your account your way with all the features you enjoyed before—and more.</li></ul> | <p>Felicitaciones. La configuración de tu cuenta se ha completado. Descubre ahora una cuenta en línea totalmente nueva diseñada para darte más control sobre tu tarjeta y tu tiempo.</p> <ul style="list-style-type: none"><li>• Desplázate más rápidamente en un entorno intuitivo y sin acumulación de papel.</li><li>• Inicia sesión desde cualquier lugar con un diseño optimizado para cualquier dispositivo.</li><li>• Maneja tu cuenta a tu manera con todas las características que disfrutabas antes, y mucho más.</li></ul> |     |               |                |                          |        | Conditional: If user is arriving at tour following registration completion. |
|                      |   |   | Button (Primary)    | Take the Tour                                                                                                                                                                                                                                                                                                                                                                                                                                 | Realizar el recorrido                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |     |               |                |                          |        | Launches tour.                                                              |
|                      |   |   | Button (Secondary)  | No, Thanks                                                                                                                                                                                                                                                                                                                                                                                                                                    | No, gracias                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |     |               |                |                          |        | Dismisses tour and takes user to Credit Home.                               |



| FUSION: MOBILE MENU          |   |   |                    |                                                                                                                  |                                                                                  |     |               |                |                          |        |                                               |
|------------------------------|---|---|--------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------|
| D                            | T | M | ELEMENT            | COPY                                                                                                             | COPY (SPANISH)                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                              |   |   | Progress Indicator | 1 of 5                                                                                                           | 1 de 5                                                                           |     |               |                |                          |        |                                               |
|                              |   |   | Header             | All you need. In one place.                                                                                      | Todo lo que necesitas. Un solo lugar.                                            |     |               |                |                          |        |                                               |
|                              |   |   | Copy               | Get fast access to your Credit Home, Payments, Statements, Manage Account, Help & Contact and your Profile page. | (Translation needed.)                                                            |     |               |                |                          |        | Conditional: S/XS views.                      |
|                              |   |   | Button (Primary)   | Next                                                                                                             | Siguiente                                                                        |     |               |                |                          |        |                                               |
|                              |   |   | Icon               | [Close]                                                                                                          | [Cerrar]                                                                         |     |               |                |                          |        | Dismisses tour and takes user to Credit Home. |
| FUSION: HOME MENU BUTTON     |   |   |                    |                                                                                                                  |                                                                                  |     |               |                |                          |        |                                               |
| D                            | T | M | ELEMENT            | COPY                                                                                                             | COPY (SPANISH)                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                              |   |   | Progress Indicator | 1 of 10                                                                                                          | 1 de 10                                                                          |     |               |                |                          |        |                                               |
|                              |   |   | Header             | Your account. At your fingertips.                                                                                | Tu cuenta. Al alcance de tu mano.                                                |     |               |                |                          |        |                                               |
|                              |   |   | Copy               | Make payments, view transactions and get important account notifications.                                        | Efectúa pagos, ve transacciones y obtén importantes notificaciones de la cuenta. |     |               |                |                          |        |                                               |
|                              |   |   | Button (Primary)   | Next                                                                                                             | Siguiente                                                                        |     |               |                |                          |        |                                               |
|                              |   |   | Icon               | [Close]                                                                                                          | [Cerrar]                                                                         |     |               |                |                          |        | Dismisses tour and takes user to Credit Home. |
| FUSION: PAYMENTS MENU BUTTON |   |   |                    |                                                                                                                  |                                                                                  |     |               |                |                          |        |                                               |
| D                            | T | M | ELEMENT            | COPY                                                                                                             | COPY (SPANISH)                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                              |   |   | Progress Indicator | 2 of 10                                                                                                          | 2 de 10                                                                          |     |               |                |                          |        |                                               |
|                              |   |   | Header             | One place. All your payments.                                                                                    | Un lugar. Todos sus pagos.                                                       |     |               |                |                          |        |                                               |
|                              |   |   | Copy               | Pay your bill, track payments and link payment sources.                                                          | Paga tu factura, haz un seguimiento de los pagos y vincula las fuentes de pago.  |     |               |                |                          |        |                                               |
|                              |   |   | Button (Primary)   | Next                                                                                                             | Siguiente                                                                        |     |               |                |                          |        |                                               |

|                                    |   |   |                    |                                                                                                        |                                                                                                        |     |               |                |                          |        |                                               |
|------------------------------------|---|---|--------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------|
|                                    |   |   | Button (Secondary) | Back                                                                                                   | Atrás                                                                                                  |     |               |                |                          |        |                                               |
|                                    |   |   | Icon               | [Close]                                                                                                | [Cerrar]                                                                                               |     |               |                |                          |        | Dismisses tour and takes user to Credit Home. |
| FUSION: STATEMENTS MENU BUTTON     |   |   |                    |                                                                                                        |                                                                                                        |     |               |                |                          |        |                                               |
| D                                  | T | M | ELEMENT            | COPY                                                                                                   | COPY (SPANISH)                                                                                         | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                                    |   |   | Progress Indicator | 3 of 10                                                                                                | 3 de 10                                                                                                |     |               |                |                          |        |                                               |
|                                    |   |   | Header             | Anytime access to statements.                                                                          | Acceso a estados de cuenta en cualquier momento.                                                       |     |               |                |                          |        |                                               |
|                                    |   |   | Copy               | Download up to 12 months of statements and track your account activity.                                | Descara hasta 12 meses de estados de cuenta y haz un seguimiento de la actividad de tu cuenta.         |     |               |                |                          |        |                                               |
|                                    |   |   | Button (Primary)   | Next                                                                                                   | Siguiente                                                                                              |     |               |                |                          |        |                                               |
|                                    |   |   | Button (Secondary) | Back                                                                                                   | Atrás                                                                                                  |     |               |                |                          |        |                                               |
|                                    |   |   | Icon               | [Close]                                                                                                | [Cerrar]                                                                                               |     |               |                |                          |        | Dismisses tour and takes user to Credit Home. |
| FUSION: MANAGE ACCOUNT MENU BUTTON |   |   |                    |                                                                                                        |                                                                                                        |     |               |                |                          |        |                                               |
| D                                  | T | M | ELEMENT            | COPY                                                                                                   | COPY (SPANISH)                                                                                         | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                                    |   |   | Progress Indicator | 4 of 10                                                                                                | 4 of 10                                                                                                |     |               |                |                          |        |                                               |
|                                    |   |   | Header             | Your card control center.                                                                              | Your card control center.                                                                              |     |               |                |                          |        |                                               |
|                                    |   |   | Copy               | Personalize settings or request a Credit Limit Increase. You can also add and manage Authorized Users. | Personalize settings or request a Credit Limit Increase. You can also add and manage Authorized Users. |     |               |                |                          |        |                                               |
|                                    |   |   | Button (Primary)   | Next                                                                                                   | Next                                                                                                   |     |               |                |                          |        |                                               |
|                                    |   |   | Button (Secondary) | Back                                                                                                   | Back                                                                                                   |     |               |                |                          |        |                                               |
|                                    |   |   | Icon               | [Close]                                                                                                | [Close]                                                                                                |     |               |                |                          |        | Dismisses tour and takes user to Credit Home. |



| FUSION: HELP & CONTACT |   |   |                    |                                                                             |                                                                                                                      |     |               |                |                          |        |                                               |
|------------------------|---|---|--------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------|
| D                      | T | M | ELEMENT            | COPY                                                                        | COPY (SPANISH)                                                                                                       | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                        |   |   | Progress Indicator | 5 of 10                                                                     | 5 de 10                                                                                                              |     |               |                |                          |        |                                               |
|                        |   |   | Header             | Real answers. Now.                                                          | Respuestas reales. Ahora.                                                                                            |     |               |                |                          |        |                                               |
|                        |   |   | Copy               | Consult FAQs, find contact information or send a secure message.            | Consulta las Preguntas frecuentes, encuentra información de contacto o envía un mensaje seguro.                      |     |               |                |                          |        |                                               |
|                        |   |   | Button (Primary)   | Next                                                                        | Siguiente                                                                                                            |     |               |                |                          |        |                                               |
|                        |   |   | Button (Secondary) | Back                                                                        | Atrás                                                                                                                |     |               |                |                          |        |                                               |
|                        |   |   | Icon               | [Close]                                                                     | [Cerrar]                                                                                                             |     |               |                |                          |        | Dismisses tour and takes user to Credit Home. |
| FUSION: PROFILE        |   |   |                    |                                                                             |                                                                                                                      |     |               |                |                          |        |                                               |
| D                      | T | M | ELEMENT            | COPY                                                                        | COPY (SPANISH)                                                                                                       | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                        |   |   | Progress Indicator | 6 of 10                                                                     | 6 de 10                                                                                                              |     |               |                |                          |        |                                               |
|                        |   |   | Header             | The way to stay current.                                                    | La manera de mantenerse al día.                                                                                      |     |               |                |                          |        |                                               |
|                        |   |   | Subhead            | Access and update contact information, security settings and card features. | Accede y actualiza la información de contacto, las configuraciones de seguridad y las características de la tarjeta. |     |               |                |                          |        |                                               |
|                        |   |   | Button (Primary)   | Next                                                                        | Siguiente                                                                                                            |     |               |                |                          |        |                                               |
|                        |   |   | Button (Secondary) | Back                                                                        | Atrás                                                                                                                |     |               |                |                          |        |                                               |
|                        |   |   | Icon               | [Close]                                                                     | [Cerrar]                                                                                                             |     |               |                |                          |        | Dismisses tour and takes user to Credit Home. |
| FUSION: CARD SELECTOR  |   |   |                    |                                                                             |                                                                                                                      |     |               |                |                          |        |                                               |
| D                      | T | M | ELEMENT            | COPY                                                                        | COPY (SPANISH)                                                                                                       | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                        |   |   | Progress Indicator | 7 of 10                                                                     | 7 de 10                                                                                                              |     |               |                |                          |        |                                               |
|                        |   |   | Progress Indicator | 2 of 5                                                                      | 2 de 5                                                                                                               |     |               |                |                          |        | S/XS Views.                                   |
|                        |   |   | Header             | Quick access to your cards.                                                 | Acceso rápido a tus tarjetas.                                                                                        |     |               |                |                          |        |                                               |
|                        |   |   | Copy               | Easily link and manage multiple cards on your account.                      | Vincula y maneja fácilmente varias tarjetas en tu cuenta.                                                            |     |               |                |                          |        |                                               |

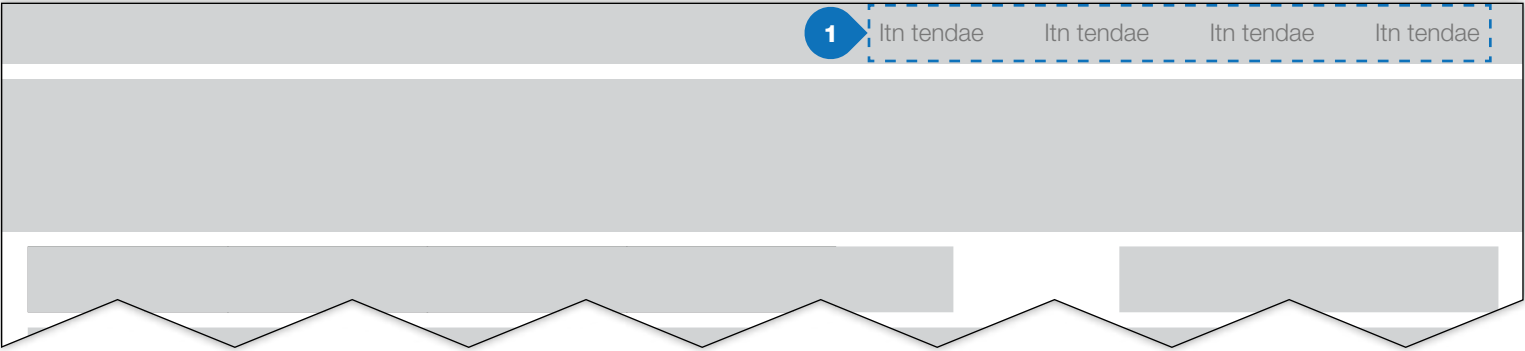
|                                |   |   |                    |                                                                                                                                |                                                                                                              |     |               |                |                          |        |                                                  |
|--------------------------------|---|---|--------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------------------------|
|                                |   |   | Button (Primary)   | Next                                                                                                                           | Siguiente                                                                                                    |     |               |                |                          |        |                                                  |
|                                |   |   | Button (Secondary) | Back                                                                                                                           | Atrás                                                                                                        |     |               |                |                          |        |                                                  |
|                                |   |   | Icon               | [Close]                                                                                                                        | [Cerrar]                                                                                                     |     |               |                |                          |        | Dismisses tour and takes user to Credit Home.    |
| FUSION: ACCOUNT SUMMARY MODULE |   |   |                    |                                                                                                                                |                                                                                                              |     |               |                |                          |        |                                                  |
| D                              | T | M | ELEMENT            | COPY                                                                                                                           | COPY (SPANISH)                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                            |
|                                |   |   | Progress Indicator | 8 of 10                                                                                                                        | 8 de 10                                                                                                      |     |               |                |                          |        |                                                  |
|                                |   |   | Progress Indicator | 3 of 5                                                                                                                         | 3 de 5                                                                                                       |     |               |                |                          |        | S/XS Views.                                      |
|                                |   |   | Header             | Your account. All summed up.                                                                                                   | Tu cuenta. Todo resumido.                                                                                    |     |               |                |                          |        |                                                  |
|                                |   |   | Copy               | Get the essentials fast to stay on top of payments, your balance and available credit.                                         | Obtén rápidamente los datos esenciales para manteneree al tanto de tus pagos, tu saldo y crédito disponible. |     |               |                |                          |        |                                                  |
|                                |   |   | Button (Primary)   | Next                                                                                                                           | Siguiente                                                                                                    |     |               |                |                          |        |                                                  |
|                                |   |   | Button (Secondary) | Back                                                                                                                           | Atrás                                                                                                        |     |               |                |                          |        |                                                  |
|                                |   |   | Icon               | [Close]                                                                                                                        | [Cerrar]                                                                                                     |     |               |                |                          |        | Dismisses tour and takes user to Credit Home.    |
| FUSION: MAKE A PAYMENT MODULE  |   |   |                    |                                                                                                                                |                                                                                                              |     |               |                |                          |        |                                                  |
| D                              | T | M | ELEMENT            | COPY                                                                                                                           | COPY (SPANISH)                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                            |
|                                |   |   | Progress Indicator | 9 of 10                                                                                                                        | 9 de 10                                                                                                      |     |               |                |                          |        |                                                  |
|                                |   |   | Progress Indicator | 4 of 5                                                                                                                         | 4 de 5                                                                                                       |     |               |                |                          |        | S/XS Views.                                      |
|                                |   |   | Header             | An easier, faster way to pay.                                                                                                  | Una manera más fácil y rápida de pagar.                                                                      |     |               |                |                          |        |                                                  |
|                                |   |   | Copy               | Make an online payment in no time, directly from your Credit Home page. Or access other payment options.                       | (Translation needed.)                                                                                        |     |               |                |                          |        |                                                  |
|                                |   |   | Header             | An easier, faster way to pay.                                                                                                  | Una manera más fácil y rápida de pagar.                                                                      |     |               |                |                          |        | Conditional: User has not added Payment Sources. |
|                                |   |   | Copy               | Add a payment source to make online payments in no time, directly from your Credit Home page. Or access other payment options. | (Translation needed.)                                                                                        |     |               |                |                          |        | Conditional: User has not added Payment Sources. |

|                                 |   |   |                    |                                                                                    |                                                                                                        |     |               |                |                          |        |                                               |
|---------------------------------|---|---|--------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------|
|                                 |   |   | Button (Primary)   | Next                                                                               | Siguiente                                                                                              |     |               |                |                          |        |                                               |
|                                 |   |   | Button (Secondary) | Back                                                                               | Atrás                                                                                                  |     |               |                |                          |        |                                               |
|                                 |   |   | Icon               | [Close]                                                                            | [Cerrar]                                                                                               |     |               |                |                          |        | Dismisses tour and takes user to Credit Home. |
| FUSION: ACCOUNT ACTIVITY MODULE |   |   |                    |                                                                                    |                                                                                                        |     |               |                |                          |        |                                               |
| D                               | T | M | ELEMENT            | COPY                                                                               | COPY (SPANISH)                                                                                         | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                                 |   |   | Progress Indicator | 10 of 10                                                                           | 10 de 10                                                                                               |     |               |                |                          |        |                                               |
|                                 |   |   | Progress Indicator | 5 of 5                                                                             | 5 de 5                                                                                                 |     |               |                |                          |        | S/XS Views.                                   |
|                                 |   |   | Header             | Full access to your activity.                                                      | Acceso total a tu actividad.                                                                           |     |               |                |                          |        |                                               |
|                                 |   |   | Text               | View recent transactions, past activity and details, by date and transaction type. | Ve las transacciones recientes, la actividad anterior y los detalles, por fecha y tipo de transacción. |     |               |                |                          |        |                                               |
|                                 |   |   | Button (Primary)   | Done                                                                               | Finalizado                                                                                             |     |               |                |                          |        |                                               |
|                                 |   |   | Button (Secondary) | Back                                                                               | Atrás                                                                                                  |     |               |                |                          |        |                                               |
|                                 |   |   | Icon               | [Close]                                                                            | [Cerrar]                                                                                               |     |               |                |                          |        | Dismisses tour and takes user to Credit Home. |

Fusion 7 White Label Standard

# Utility Navigation Module

# Wireframe: Utility Navigation Module



## Page Notes

**Module Type:** Static

This is the Utility Navigation Module. This module is only displayed on the sign-on screen conditional on partner preference. Links are only displayed on Extra Large and Large views.

On Extra Large and Large breakpoints, all of the elements that are part of the menu are displayed on load. If the module fails to load, display Module Failure.

## Interaction Notes

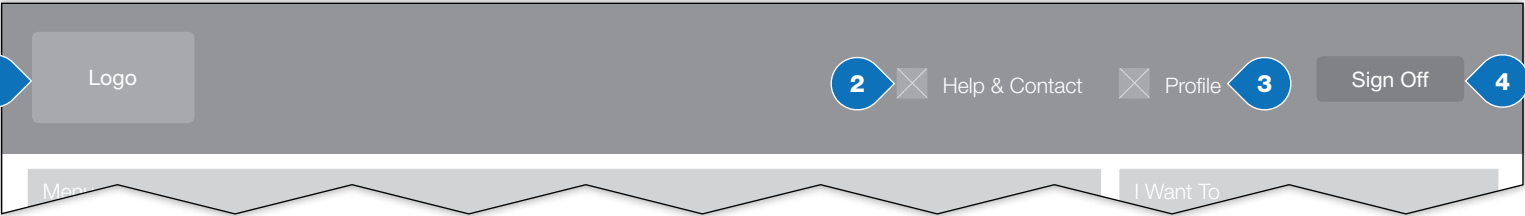
| Key | Element                | Action                                                         | Notes                                                                    |
|-----|------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------|
| 1   | Partner Provided Links | onClick displays partner provided page in a new browser window | Conditional based on partner preference. Up to 4 links can be displayed. |

| FUSION: UTILITY NAVIGATION MODULE |   |   |         |                                       |                                       |     |               |                |                          |        |                          |
|-----------------------------------|---|---|---------|---------------------------------------|---------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------|
| D                                 | T | M | ELEMENT | COPY                                  | COPY (SPANISH)                        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                    |
|                                   |   |   | Link    | <a href="#">Local Ad</a>              | <a href="#">(Translation needed.)</a> |     |               |                |                          |        | Conditional per partner. |
|                                   |   |   | Link    | <a href="#">Store Finder</a>          | <a href="#">(Translation needed.)</a> |     |               |                |                          |        | Conditional per partner. |
|                                   |   |   | Link    | <a href="#">Credit Center</a>         | <a href="#">(Translation needed.)</a> |     |               |                |                          |        | Conditional per partner. |
|                                   |   |   | Link    | <a href="#">Specials &amp; Offers</a> | <a href="#">(Translation needed.)</a> |     |               |                |                          |        | Conditional per partner. |

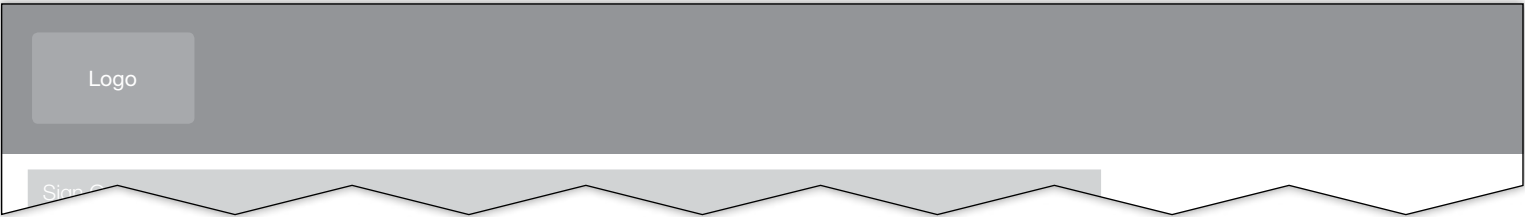


Fusion 7 White Label Standard

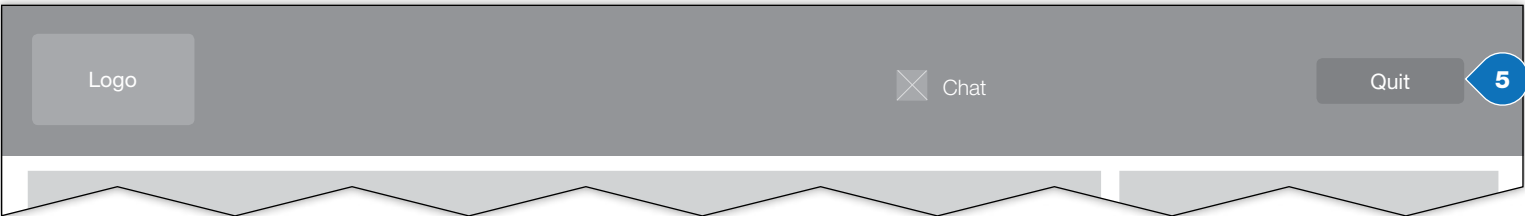
# Header Module



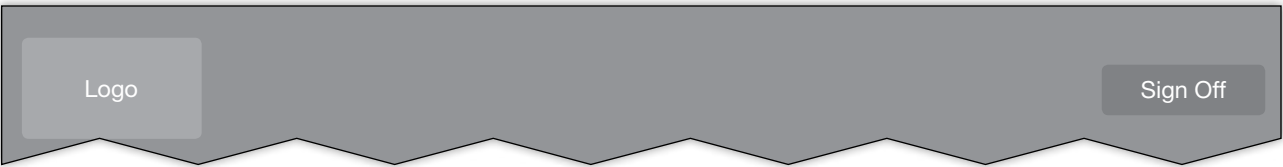
Header, Authenticated, Large View



Header, Unauthenticated, Large View



Header, Registration, Large View



Header, Authenticated, Medium View



Header, Authenticated, Extra Small View

Page Notes

Module Type: Static

This is the Header Module. Help & Contact and Profile links do not appear in the Header Module in Medium, Small and Extra Small views. If the module fails to load, displays Module Failure. Links to Help & Contact and Profile Landing pages will display in Header regardless of the account status but access to the module(s) within those pages may be restricted based on status.

Interaction Notes

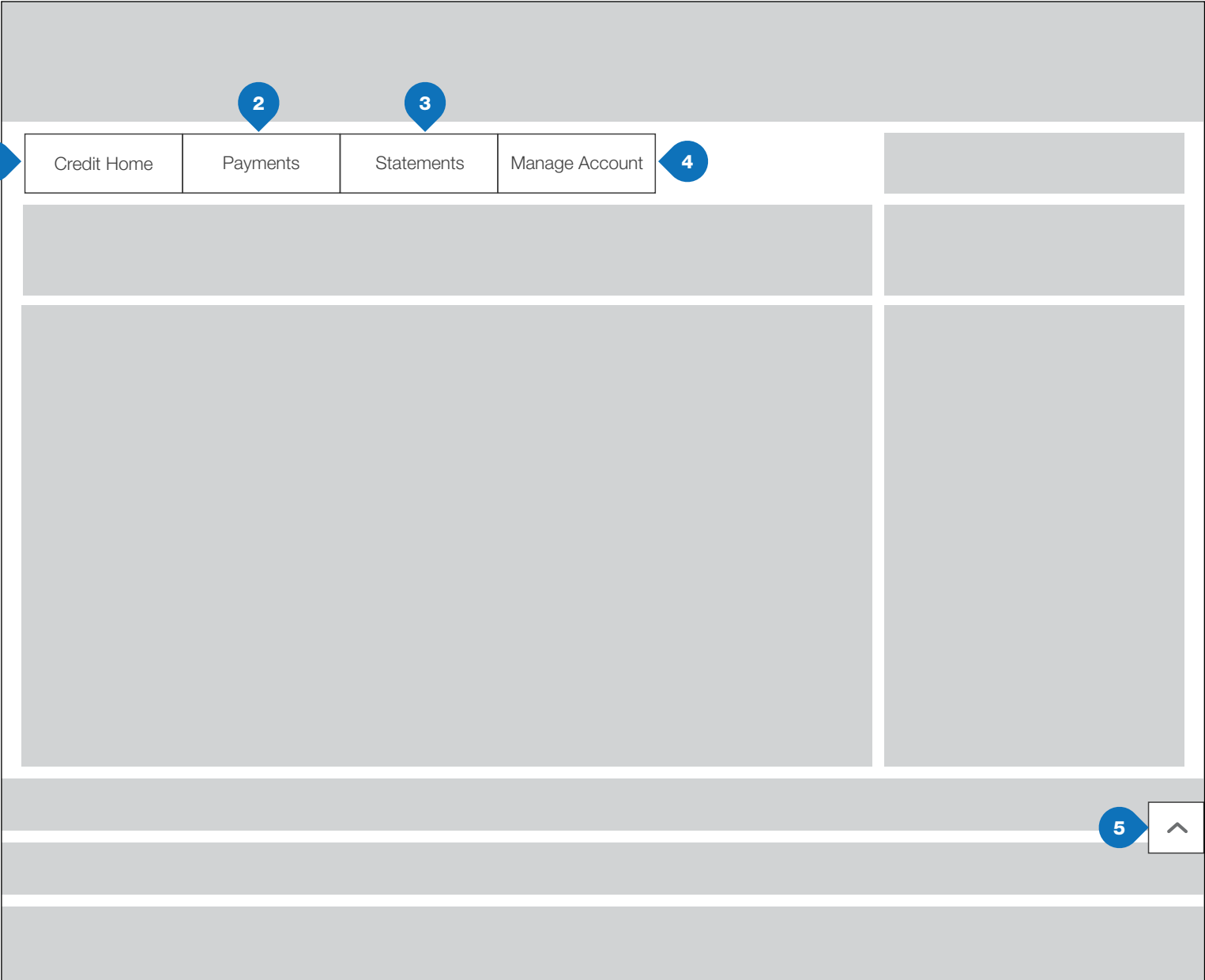
| Key | Element             | Action                                                                                                                        | Notes                                                                                                                                   |
|-----|---------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Partner Logo        | onClick displays the Speedbump Module before linking to the Partner's site, which is displayed within the same browser window | Partner-specific branding element.                                                                                                      |
| 2   | Help & Contact Link | onClick displays Help & Contact Landing Page                                                                                  | If the user is on the Help & Contact Landing Page, it will be visually indicated.<br><br>Icon is conditional at design team discretion. |
| 3   | Profile Link        | onClick displays Profile Landing Page                                                                                         | If the user is on the Profile Landing Page, it will be visually indicated.<br><br>Icon is conditional at design team discretion.        |
| 4   | Sign Off Button     | onClick opens the Sign Off Modal                                                                                              | See <i>Sign Off &amp; Time Out</i> for more information.                                                                                |
| 5   | Quit Button         | onClick displays Quit module                                                                                                  | See <i>Wireframe: Quit Module</i>                                                                                                       |



| FUSION: HEADER MODULE |   |   |         |                                    |                                         |                        |                        |                |                          |        |                                                                                                                                                                                                                                                                               |
|-----------------------|---|---|---------|------------------------------------|-----------------------------------------|------------------------|------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                     | T | M | ELEMENT | COPY                               | COPY (SPANISH)                          | ADA                    | ADA (SPANISH)          | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                                         |
|                       |   |   | Link    | <a href="#">Skip to Main</a>       | <a href="#">Saltar e ir a Principal</a> |                        |                        |                |                          |        | Content is a hidden link for screen readers <ul style="list-style-type: none"><li>• For Sign On page, “skip to main” places focus on the Sign On module heading.</li><li>• For Credit Home page, “skip to main” places focus on the Account Summary module heading.</li></ul> |
|                       |   |   | Text    | [Card Program Name]: Home          | [Card Program Name]: Página Principal   |                        |                        |                |                          |        | Site title content TBD — configurable by partner                                                                                                                                                                                                                              |
|                       |   |   | Image   | [Partner logo]                     | [Partner logo]                          | [Partner/Program Name] | [Partner/Program Name] |                |                          |        |                                                                                                                                                                                                                                                                               |
|                       |   |   | Button  | <a href="#">Sign Off</a>           | <a href="#">Salir</a>                   |                        |                        |                |                          |        | Conditional, based on if user is authenticated                                                                                                                                                                                                                                |
|                       |   |   | Link    | <a href="#">Help &amp; Contact</a> | <a href="#">(Translation needed.)</a>   |                        |                        |                |                          |        |                                                                                                                                                                                                                                                                               |
|                       |   |   | Link    | <a href="#">Profile</a>            | <a href="#">Perfil</a>                  |                        |                        |                |                          |        |                                                                                                                                                                                                                                                                               |
|                       |   |   | Link    | <a href="#">Chat</a>               | <a href="#">(Translation needed.)</a>   |                        |                        |                |                          |        |                                                                                                                                                                                                                                                                               |

Fusion 7 White Label Standard

# Menu Module



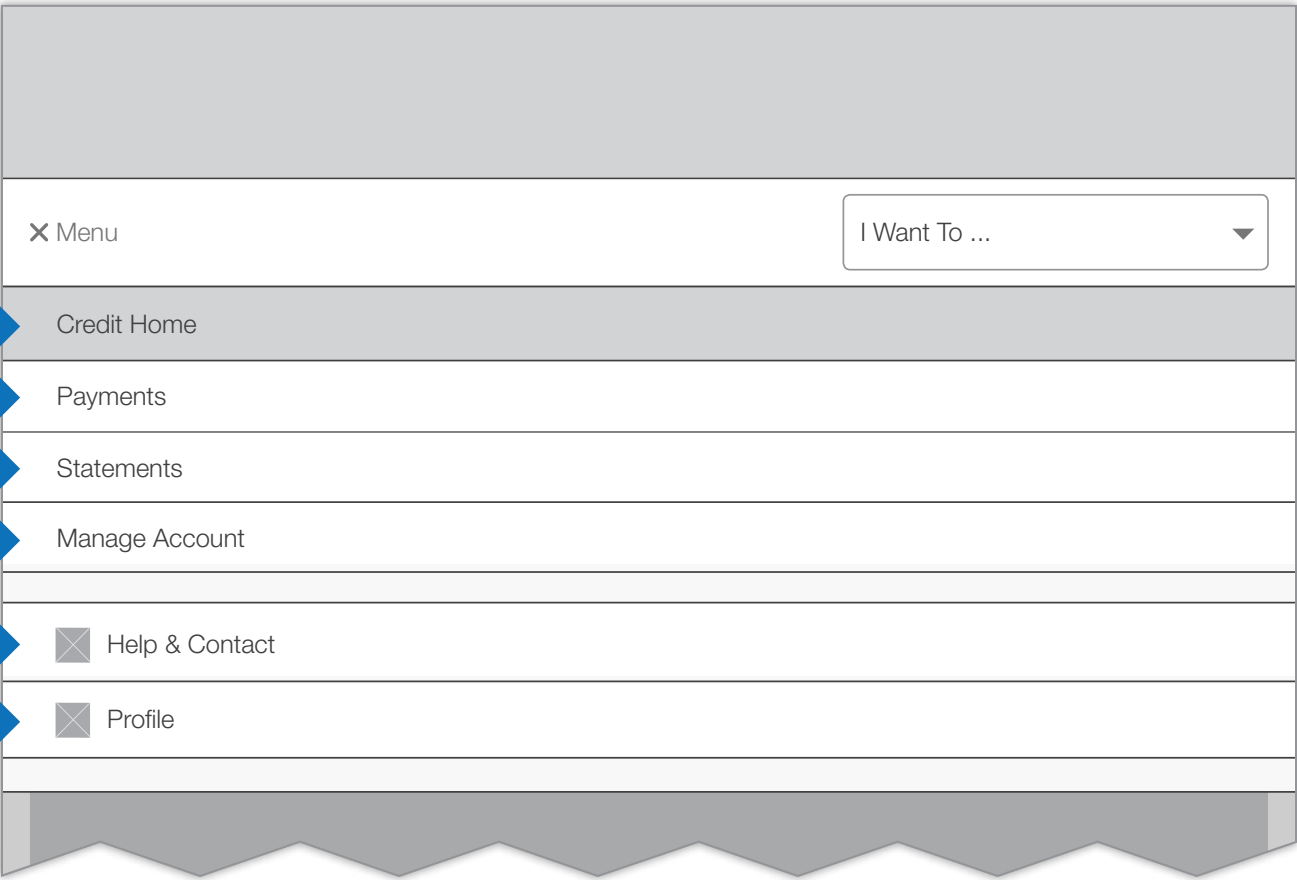
Page Notes

Module Type: Static

The Menu module displays the links to the landing pages. All elements of the menu are displayed onLoad in Large and Extra Large breakpoints. If the module fails to load, displays Module failure. Links to the Landing pages will appear regardless of the account status but access to the module(s) within those pages may be restricted based on status.

Interaction Notes

| Key | Element        | Action                                                              | Notes                                                                                                                                       |
|-----|----------------|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Credit Home    | onClick displays the Credit Home within the same window             | If the user is on the Credit Home, it will be visually indicated.                                                                           |
| 2   | Payments       | onClick displays the Payments Landing Page within the same window   | If the user is on the Payments Landing Page, it will be visually indicated.                                                                 |
| 3   | Statements     | onClick displays the Statements Landing Page within the same window | If the user is on the Statements Landing Page, it will be visually indicated.                                                               |
| 4   | Manage Account | onClick displays Manage Account Landing Page within the same window | If the user is on the Manage Account Landing Page, it will be visually indicated                                                            |
| 5   | Top Button     | onClick scrolls user to the top of the page within the same window  | Conditional content. Appears when the user has scrolled 200 pixels from the top of the page. This rule is consistent across all breakpoints |



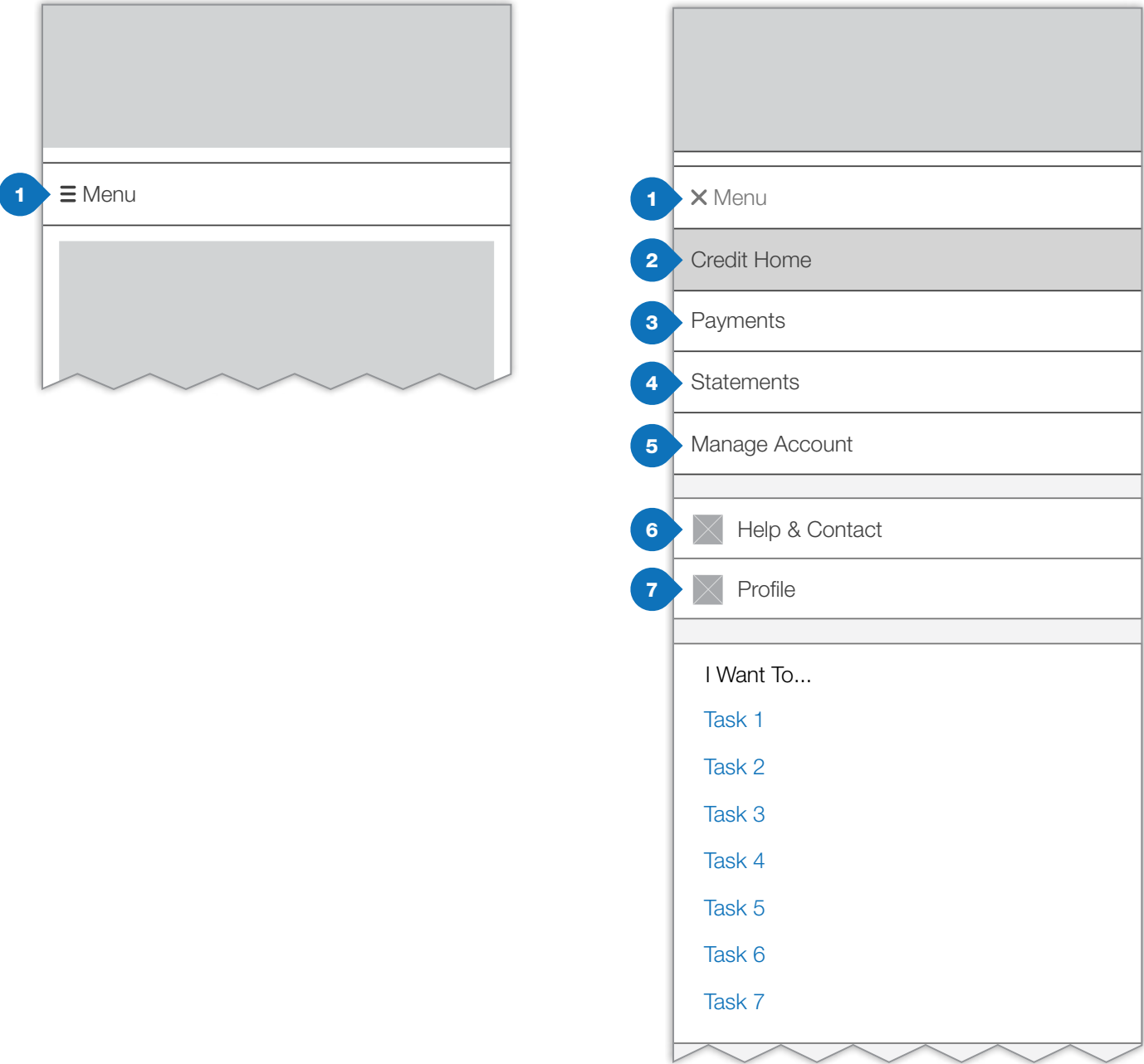
Page Notes

Module Type: Static

The Menu module is collapsed on load in the Medium breakpoint. On click the dropdown menu expands to display available links, as well as the I Want To module. If the module fails to load, displays Module failure. Links to the Landing pages will appear regardless of the account status but access to the module(s) within those pages may be restricted based on status.

Interaction Notes

| Key | Element             | Action                                                                  | Notes                                                                                                                                                                                                                                                                                                                        |
|-----|---------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Menu                | onClick expands or collapses the Menu                                   |                                                                                                                                                                                                                                                                                                                              |
| 2   | Credit Home         | onClick displays the Credit Home within the same window                 | If the user was on the Credit Home when the Menu expands, it will be visually indicated                                                                                                                                                                                                                                      |
| 3   | Payments Link       | onClick displays the Payments Landing Page within the same window       | If the user was on the Payments Landing Page when the Menu was expanded, it will be visually indicated                                                                                                                                                                                                                       |
| 4   | Statements Link     | onClick displays the Statements Landing Page within the same window     | If the user was on the Statements Landing Page when the Menu was expanded, it will be visually indicated                                                                                                                                                                                                                     |
| 5   | Manage Account Link | onClick displays Manage Account Landing Page within the same window     | If the user is on the Manage Account Landing Page when the Menu is expanded, it will be visually indicated                                                                                                                                                                                                                   |
| 6   | Help & Contact Link | onClick displays the Help & Contact Landing Page within the same window | If the user is on the Help & Contact Landing Page, it will be visually indicated.<br><br>Icon is conditional at design team discretion.                                                                                                                                                                                      |
| 7   | Profile Link        | onClick displays the Profile Landing Page within the same window        | If the user is on the Profile Landing Page, it will be visually indicated.<br><br>If access is restricted to both the Card and User Profile Modules, onClick the Profile link with take the user the Credit Home with a page-level notification about the restriction.<br><br>Icon is conditional at design team discretion. |



Page Notes

Module Type: Static

The Menu module is collapsed on load in Small and Extra Small breakpoints. On click the dropdown menu expands to display available links, as well as the I Want To module. If the module fails to load, displays Module Failure. Links to the Landing pages will appear regardless of the account status but access to the module(s) within those pages may be restricted based on status.

Interaction Notes

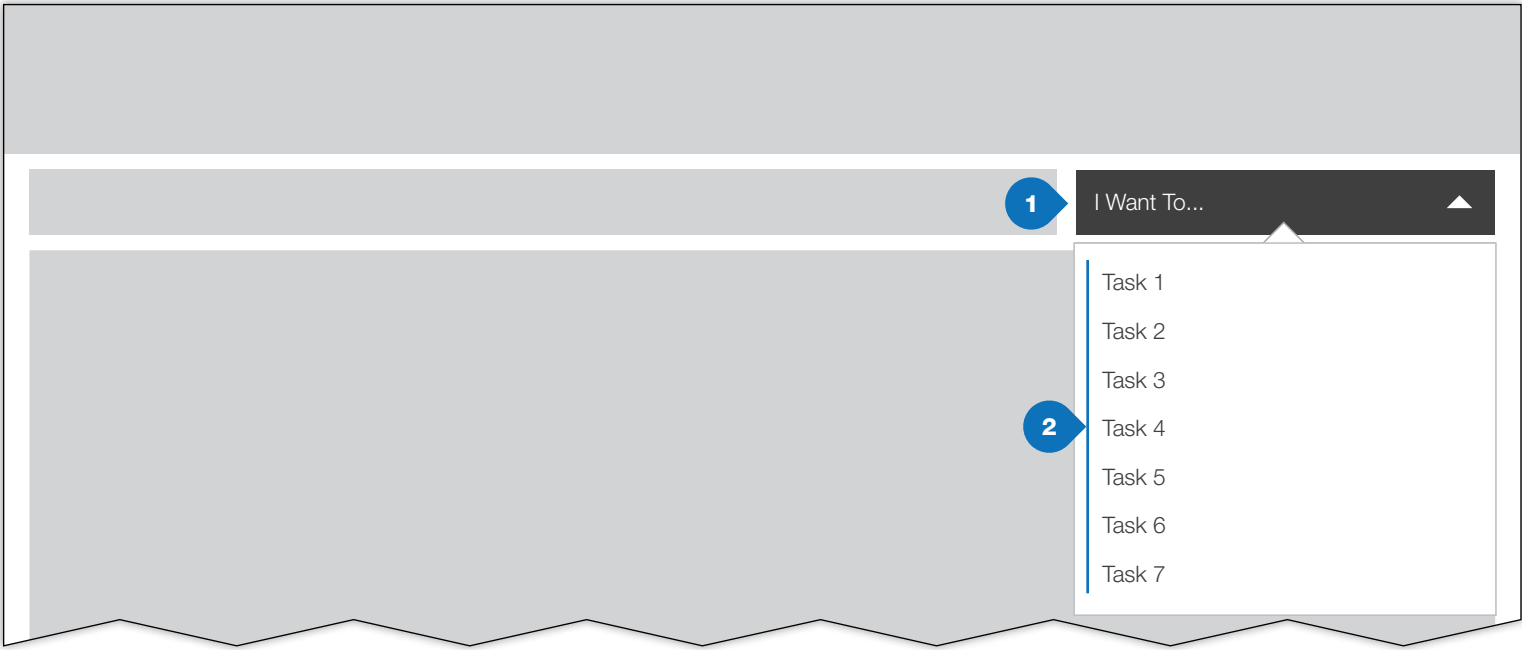
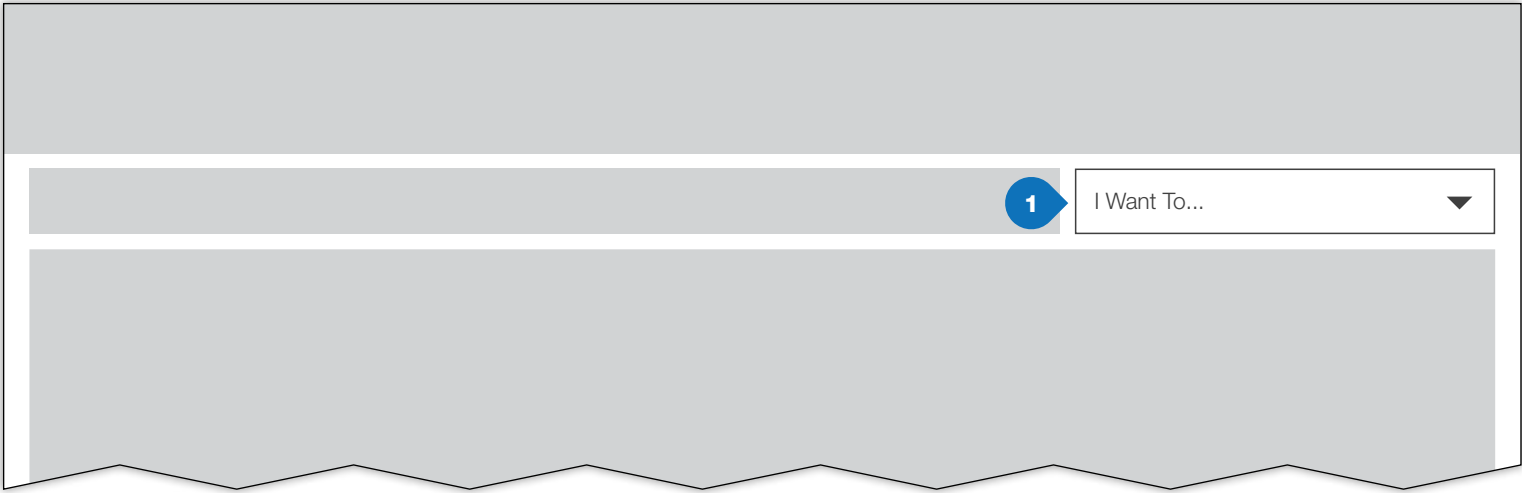
| Key | Element             | Action                                                                  | Notes                                                                                                                                                                                                                                                                                                                        |
|-----|---------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Menu                | onClick expands or collapses the Menu                                   |                                                                                                                                                                                                                                                                                                                              |
| 2   | Credit Home         | onClick displays the Credit Home within the same window                 | If the user was on the Credit Home when the Menu was expanded, it will be visually indicated                                                                                                                                                                                                                                 |
| 3   | Payments Link       | onClick displays the Payments Landing Page within the same window       | If the user was on the Payments Landing Page when the Menu was expanded, it will be visually indicated                                                                                                                                                                                                                       |
| 4   | Statements Link     | onClick displays the Statements Landing Page within the same window     | If the user was on the Statements Landing Page when the Menu was expanded, it will be visually indicated                                                                                                                                                                                                                     |
| 5   | Manage Account Link | onClick displays Manage Account Landing Page within the same window     | If the user is on the Manage Account Landing Page when the Menu is expanded, it will be visually indicated                                                                                                                                                                                                                   |
| 6   | Help & Contact Link | onClick displays the Help & Contact Landing Page within the same window | If the user is on the Help & Contact Landing Page, it will be visually indicated<br><br>Icon is conditional at design team discretion.                                                                                                                                                                                       |
| 7   | Profile Link        | onClick displays the Profile Landing Page within the same window        | If the user is on the Profile Landing Page, it will be visually indicated.<br><br>If access is restricted to both the Card and User Profile Modules, onClick the Profile link with take the user the Credit Home with a page-level notification about the restriction.<br><br>Icon is conditional at design team discretion. |

| FUSION: MENU MODULE |   |   |                   |                |                       |             |               |                |                          |        |                                                                                     |
|---------------------|---|---|-------------------|----------------|-----------------------|-------------|---------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------|
| D                   | T | M | ELEMENT           | COPY           | COPY (SPANISH)        | ADA         | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                               |
|                     |   |   | Link (Open menu)  | Menu           | Menú                  | Open menu.  | Abrir menú    |                |                          |        | Conditional. Appears at small and extra-small breakpoint                            |
|                     |   |   | Link (Close menu) | Menu           | Menú                  | Close menu. | Cerrar menú.  |                |                          |        | Conditional. Appears at small and extra-small breakpoint                            |
|                     |   |   | Link              | Credit Home    | (Translation needed.) |             |               |                |                          |        |                                                                                     |
|                     |   |   | Link              | Payments       | Pagos                 |             |               |                |                          |        |                                                                                     |
|                     |   |   | Link              | Statements     | Estados de cuenta     |             |               |                |                          |        |                                                                                     |
|                     |   |   | Link              | Manage Account | Manejar la cuenta     |             |               |                |                          |        |                                                                                     |
|                     |   |   | Link              | Help & Contact | Ayuda y Contacto      |             |               |                |                          |        | Appears in Medium and XS views.                                                     |
|                     |   |   | Link              | Profile        | Perfil                |             |               |                |                          |        | Appears in Medium and XS views.                                                     |
|                     |   |   | Icon              | [Top button]   |                       |             |               |                |                          |        | Scrolls to top of page. Conditional based on ratio of page height to screen height. |



Fusion 7 White Label Standard

# I Want To Module



Page Notes

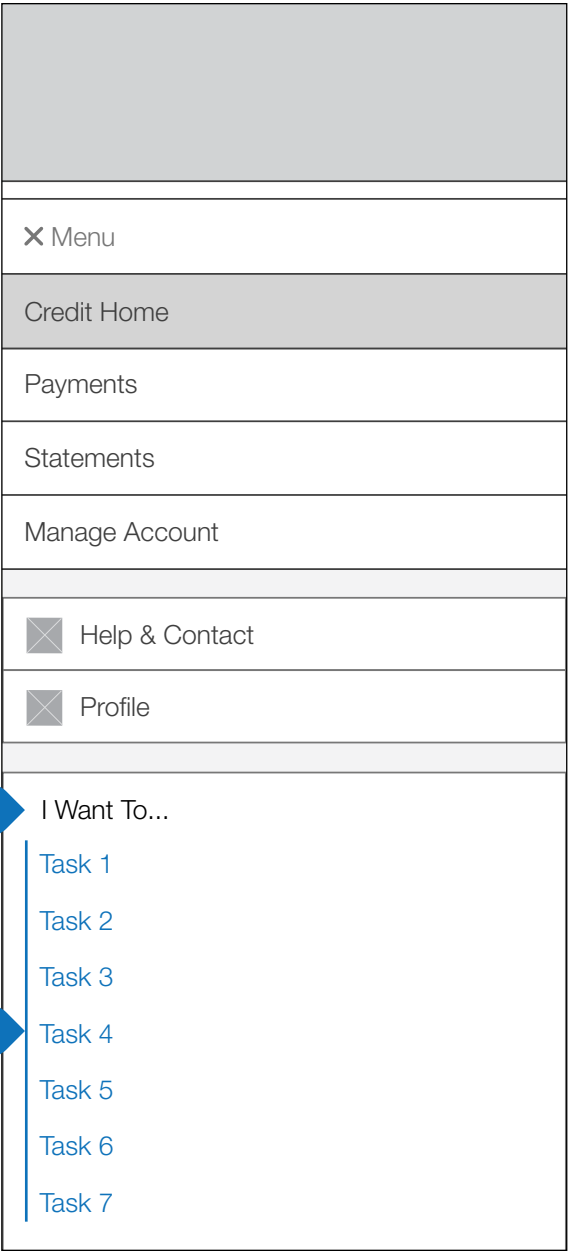
Module Type: Static Module

On Extra Large and Large breakpoints the I Want To module is displayed as part of the global elements.

Interaction Notes

| Key | Element            | Action                                              | Notes                                                                                                                                                                                         |
|-----|--------------------|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | I Want To Dropdown | onClick expands or collapses the I Want To dropdown |                                                                                                                                                                                               |
| 2   | Task Links         | onClick displays the associated process page        | Hide Make a Payment link when card has lost, stolen, fraud or charged off status<br><br>If action is restricted, hide item from menu. See <i>Account Restriction Matrix</i> for specification |





Page Notes

Module Type: Static Module

On Small and Extra Small breakpoints the I Want To module is nested within Menu module.

Interaction Notes

| Key | Element          | Action                                                                                     | Notes                                                        |
|-----|------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| 1   | Menu             | onClick expands or collapses the Menu                                                      | See Wireframe: Menu, Extra Small View                        |
| 2   | I Want To Menu   | None                                                                                       | I Want To Menu is always open in Extra Small and Small views |
| 3   | I Want To Option | onClick collapses the menu and displays the associated process page within the same window |                                                              |

| FUSION: I WANT TO |   |   |         |                                       |                                                           |     |               |                |                          |        |                                                                                                                                                                                                                                                                                                |
|-------------------|---|---|---------|---------------------------------------|-----------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                 | T | M | ELEMENT | COPY                                  | COPY (SPANISH)                                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                                                          |
|                   |   |   | Link    | I Want To...                          | Deseo...                                                  |     |               |                |                          |        |                                                                                                                                                                                                                                                                                                |
|                   |   |   | Link    | Make a Payment                        | Efectuar un pago                                          |     |               |                |                          |        | Link destination varies based on whether or not user has added payment sources.<br>Links to Make a Payment with Options module.<br><br>Link does not display if the user's account has the following statuses: Legal, Bankrupt, Lost/Stolen, Fraud, Charged-Off                                |
|                   |   |   | Link    | Set Paperless Preferences             | Configurar mis preferencias de envío electrónico          |     |               |                |                          |        | Conditional based on whether or not user is enrolled in Paperless Statements and Letters. Links to Add Paperless module.<br><br>Link does not display if the user's account has the following statuses: Legal, Bankrupt, Lost/Stolen, Fraud, Charged-Off, Delinquent, Delinquent and Overlimit |
|                   |   |   | Link    | Make Changes to Paperless Preferences | Realizar cambios en mis preferencias de envío electrónico |     |               |                |                          |        | Conditional based on whether or not user is enrolled in Paperless Statements and Letters. Links to Edit Paperless module<br><br>Link does not display if the user's account has the following statuses: Legal, Bankrupt, Lost/Stolen, Fraud, Charged-Off, Delinquent, Delinquent and Overlimit |

|  |  |  |      |                                           |                                            |  |  |  |  |  |                                                                                                                                                                                                                                                                                                                                           |
|--|--|--|------|-------------------------------------------|--------------------------------------------|--|--|--|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Link | Add Email or Mobile Alerts                | Agrega alertas por email y telefonía móvil |  |  |  |  |  | Conditional based on whether or not user is enrolled in alerts.<br>Links to Add Email/Mobile Alerts module.<br><br>Link does not display if the user's account has the following statuses: Legal, Bankrupt, Lost/Stolen, Fraud, Charged-Off, Delinquent, Delinquent and Overlimit, Overlimit, NRI Block (Reissue and Non Reissue)         |
|  |  |  | Link | Edit Email or Mobile Alerts               | Editar alertas por email y telefonía móvil |  |  |  |  |  | Conditional based on whether or not user is enrolled in alerts.<br>Links to Edit/Cancel Email/Mobile Alerts module.<br><br>Link does not display if the user's account has the following statuses: Legal, Bankrupt, Lost/Stolen, Fraud, Charged-Off, Delinquent, Delinquent and Overlimit, Overlimit, NRI Block (Reissue and Non Reissue) |
|  |  |  | Link | Complete an Online Balance Transfer Check | (Translation needed.)                      |  |  |  |  |  | If user is eligible for an online balance transfer, link points to AO Balcon flow.<br><br>If user is not eligible for an online balance transfer link directs to No Available Offers Modal.                                                                                                                                               |
|  |  |  | Link | View Online Balance Transfer Status       | (Translation needed.)                      |  |  |  |  |  | Conditional content. Appears if user has redeemed a Balcon offer.                                                                                                                                                                                                                                                                         |

|  |  |  |      |                                         |                                                                 |  |  |  |  |  |                                                                                                                                                                                                                                                |
|--|--|--|------|-----------------------------------------|-----------------------------------------------------------------|--|--|--|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Link | Add a Payment Source                    | Agregar una fuente de pago                                      |  |  |  |  |  | Conditional based on whether or not user has added payment sources. Links to Add/Enroll Payment Source module.<br><br>Link does not display if the user's account has the following statuses: Legal, Bankrupt, Lost/Stolen, Fraud, Charged-Off |
|  |  |  | Link | Manage My Payment Sources               | Manejar mis fuentes de pago                                     |  |  |  |  |  | Conditional based on whether or not user has added payment sources. Links to Edit Payment Sources module.<br><br>Link does not display if the user's account has the following statuses: Legal, Bankrupt, Lost/Stolen, Fraud, Charged-Off      |
|  |  |  | Link | Set Up AutoPay                          | Configurar AutoPay                                              |  |  |  |  |  | Conditional content. Appears when user has not set up AutoPay.                                                                                                                                                                                 |
|  |  |  | Link | Manage My AutoPay Settings              | Manejar mi configuración de AutoPay                             |  |  |  |  |  | Conditional content. Appears if user has enrolled in AutoPay.                                                                                                                                                                                  |
|  |  |  | Link | View My Promotional Balances            | Consultar mis saldos promocionales                              |  |  |  |  |  | Conditional Content. Appears only if user has a promotional balance on their account.                                                                                                                                                          |
|  |  |  | Link | Link Another Card                       | Vincular otra tarjeta                                           |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Link | Change My Mailing Address               | Cambiar mi dirección postal                                     |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Link | Update My Email                         | Actualizar mi email                                             |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Link | Change My Security Questions            | Cambiar mis preguntas de seguridad                              |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Link | Update My User ID or Change My Password | Actualizar mi identificación de usuario o cambiar mi contraseña |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Link | Change My Phone Number                  | Cambiar mi número de teléfono                                   |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Link | Dispute a Charge                        | Disputar un cargo                                               |  |  |  |  |  | Conditional content. Appears if user has access to the dispute a charge module.                                                                                                                                                                |
|  |  |  | Link | Send a Secure Message                   | Enviar un mensaje seguro                                        |  |  |  |  |  |                                                                                                                                                                                                                                                |

|  |  |  |      |                                                 |                                                            |  |  |  |  |  |                                                                                                   |
|--|--|--|------|-------------------------------------------------|------------------------------------------------------------|--|--|--|--|--|---------------------------------------------------------------------------------------------------|
|  |  |  | Link | <a href="#">Order a Replacement Card</a>        | <a href="#">Pedir una tarjeta de reemplazo</a>             |  |  |  |  |  | Conditional content.<br>Appears if user has access to the request a replacement card module.      |
|  |  |  | Link | <a href="#">Report a Lost or Stolen Card</a>    | <a href="#">Denunciar una tarjeta perdida o robada</a>     |  |  |  |  |  | Conditional content.<br>Appears if user has access to the report a lost or stolen card module.    |
|  |  |  | Link | <a href="#">View My Documents</a>               | <a href="#">Ver mis documentos</a>                         |  |  |  |  |  |                                                                                                   |
|  |  |  | Link | <a href="#">Request a Credit Limit Increase</a> | <a href="#">Solicitar un aumento del límite de crédito</a> |  |  |  |  |  | Conditional content.<br>Appears if user has access to the request a credit limit increase module. |

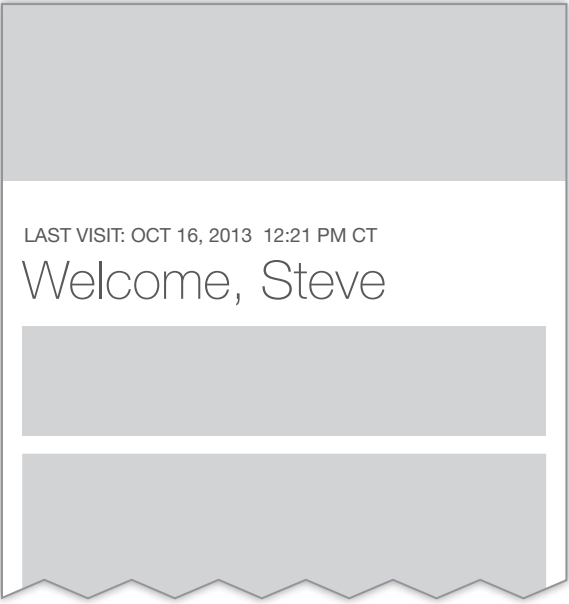
Fusion 7 White Label Standard

# Page Title Module





Large View



Extra Small View

### Page Notes

Module Type: Informational Module

This module displays a contextual page title that corresponds to where the user is within the site experience. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

### Interaction Notes

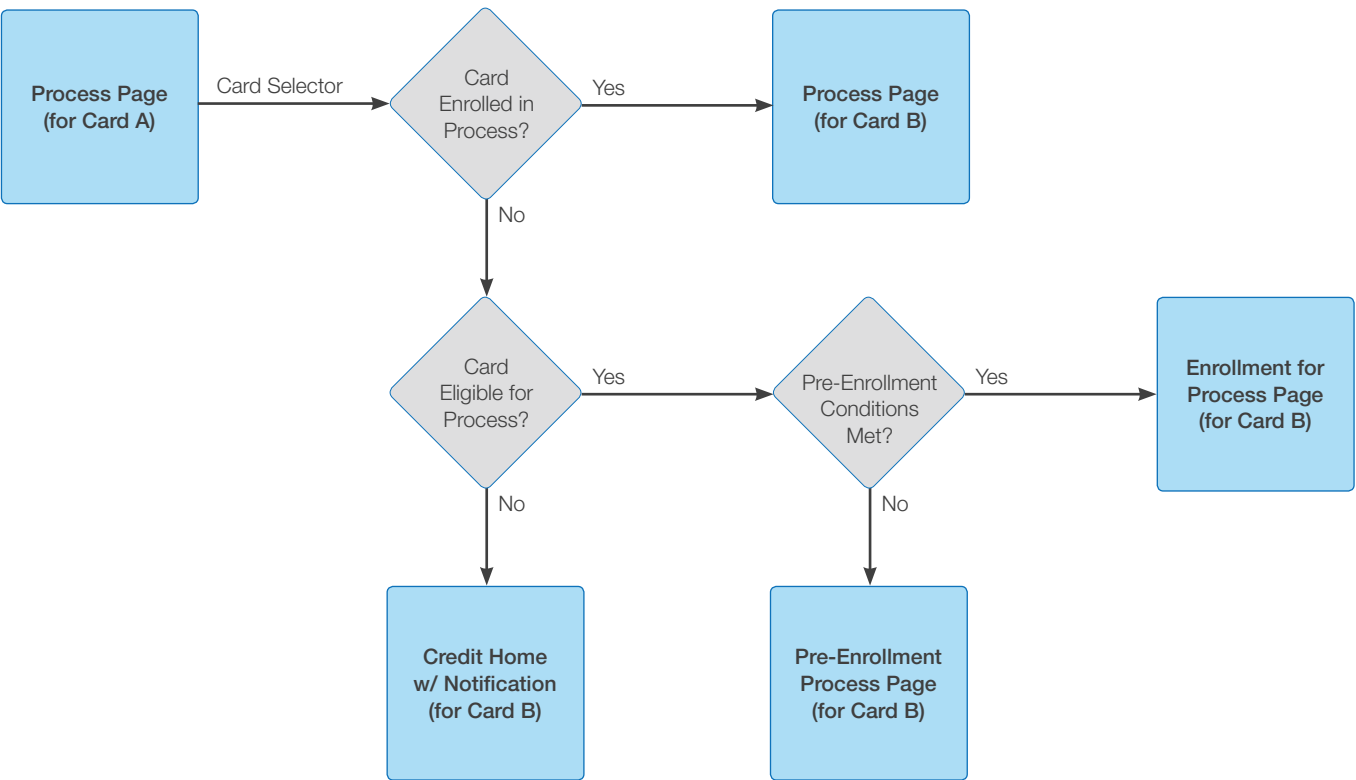
| Key | Element         | Action | Notes                                                                     |
|-----|-----------------|--------|---------------------------------------------------------------------------|
| 1   | Last Visit copy | None   | Dynamic content. Displays user's last log in date and time on Credit Home |
| 2   | Page Title copy | None   | Dynamic content. Displays user's first name on Credit Home                |

| FUSION: PAGE TITLE MODULE |   |   |         |                                           |                                              |     |               |                |                          |        |                                                           |
|---------------------------|---|---|---------|-------------------------------------------|----------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------|
| D                         | T | M | ELEMENT | COPY                                      | COPY (SPANISH)                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                     |
|                           |   |   | Text    | LAST VISIT: [MMM DD, YYYY HH:MM AM/PM TZ] | ÚLTIMA VISITA: [MMM DD, YYYY HH:MM AM/PM TZ] |     |               |                |                          |        | Page Title for Credit Home                                |
|                           |   |   | Heading | Welcome, [FirstName]                      | Bienvenido(a) [FirstName]                    |     |               |                |                          |        | Dynamic content based on page. Page title for Credit Home |
|                           |   |   | Heading | Registration                              | Registro                                     |     |               |                |                          |        | Page title for Registration                               |
|                           |   |   | Heading | Credit Home                               | (Translation Needed)                         |     |               |                |                          |        | Page title for Credit Home page                           |
|                           |   |   | Heading | Payments                                  | Pagos                                        |     |               |                |                          |        | Page title for Payments landing page                      |
|                           |   |   | Heading | Statements                                | Estados de Cuenta                            |     |               |                |                          |        | Page title for Statements landing page                    |
|                           |   |   | Heading | Manage Account                            | (Translation Needed)                         |     |               |                |                          |        | Page title for Manage Account landing page                |
|                           |   |   | Heading | Help & Contact                            | Ayuda y Contacto                             |     |               |                |                          |        | Page title for Help & Contact landing page                |



Fusion 7 White Label Standard

# Card Selector Module



Legend

Screen

Conditional Screen

Modal

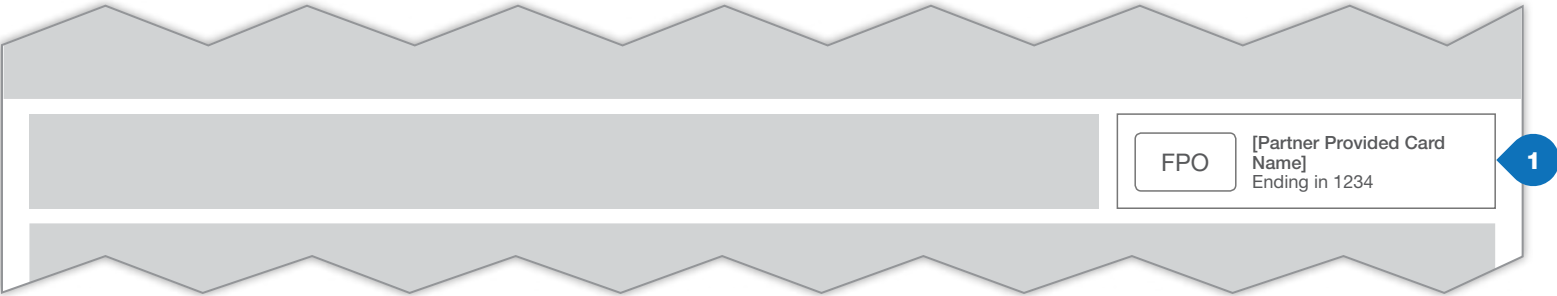
Conditional Modal

Notification

Decision

Off Page Reference

Required



One Card



Multiple Cards- Expanded and Alert State, Large View



Multiple Cards- Secondary Card Bankrupt State, Large View

Page Notes

Module Type: Transactional Module

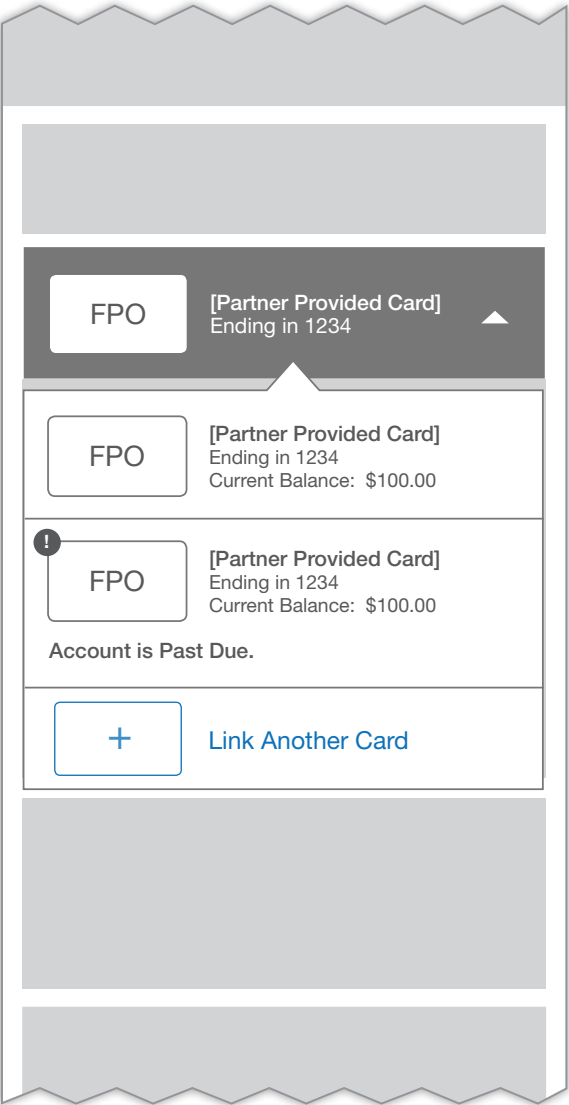
The Card Selector functions the same across all breakpoints. The collapsed state displays the selected account. If the module fails to load, displays Module Failure.

If the user abandons the Link Another Card flow after the first screen and navigates to any other page then the new card will be displayed in card selector.

Interaction Notes

| Key | Element                       | Action                                                                                                                   | Notes                                                                                                                                    |
|-----|-------------------------------|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Selector- One Card       | None                                                                                                                     | When the user only has one card                                                                                                          |
| 2   | Card Selector- Multiple Cards | onClick expands or collapses card selector                                                                               | The default state is collapsed<br>Selected account is not displayed in the dropdown when it is expanded                                  |
| 3   | Card in Good Standing         | onClick collapses card selector; page reloads to selected account and selected card is only displayed in collapsed state |                                                                                                                                          |
| 4   | Card in Alert State           | onClick collapses card selector; page reloads to selected account and selected card is only displayed in collapsed state | Displays when an account needs immediate attention                                                                                       |
| 5   | Link Another Card             | onClick displays the Link Another Card process page                                                                      | Conditional content. Displays link if there are eligible cards that can be linked<br>See Wireframe: Link Another Card Module, Large View |
| 6   | Card in Bankrupt State        | None                                                                                                                     | User cannot select the card from the dropdown                                                                                            |

# Wireframe: Card Selector Module, Extra Small View



## Page Notes

Credit Module Type: Transactional

This is the Card Selector Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

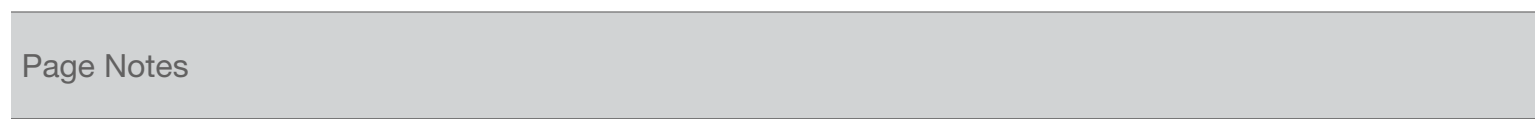
If the user abandons the Link Another Card flow after the first screen and navigates to any other page then the new card will be displayed in card selector.

| FUSION: CARD SELECTOR MODULE |   |   |         |                                                                                          |                                                                                                                 |                        |                       |                |                          |        |                                                                                                                       |
|------------------------------|---|---|---------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------------------|-----------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------------------------|
| D                            | T | M | ELEMENT | COPY                                                                                     | COPY (SPANISH)                                                                                                  | ADA                    | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                 |
|                              |   |   | Image   | [Program Card Art]                                                                       | [Program Card Art]                                                                                              |                        |                       |                |                          |        |                                                                                                                       |
|                              |   |   | Icon    | [Exclamation Point]                                                                      | [Exclamation Point]                                                                                             | Your card is past due. | (Translation needed.) |                |                          |        | Conditional: If current card is past due.                                                                             |
|                              |   |   | Text    | [Card/Program Name]                                                                      | [Card/Program Name]                                                                                             |                        |                       |                |                          |        |                                                                                                                       |
|                              |   |   | Text    | Card Ending in [XXXX]                                                                    | Tarjeta que Termina en [XXXX]                                                                                   |                        |                       |                |                          |        | Collapsed state                                                                                                       |
|                              |   |   | Text    | Current Balance [\$XX,XXX.XX]                                                            | Saldo Actual [\$XX,XXX.XX]                                                                                      |                        |                       |                |                          |        | Displays only on expanded state                                                                                       |
|                              |   |   | Text    | Account Is Past Due                                                                      | La Cuenta está Vencida                                                                                          |                        |                       |                |                          |        | Conditional text, based on account status. Other card-level status messages would appear in the card selector module. |
|                              |   |   | Text    | Card Reported Lost or Stolen                                                             | Denuncia del robo o pérdida de tarjeta                                                                          |                        |                       |                |                          |        | Conditional text for cards that are reported lost or stolen.                                                          |
|                              |   |   | Text    | Account is unavailable at this time. For more information, please call Customer Service. | Cuenta no está disponible en este momento. Para obtener más información, por favor llame a Servicio al Cliente. |                        |                       |                |                          |        | Conditional text for cards with Bankrupt status.                                                                      |
|                              |   |   | Link    | <a href="#">Link Another Card</a>                                                        | <a href="#">Vincular otra tarjeta</a>                                                                           |                        |                       |                |                          |        | Conditional content. Link is displayed until the user has linked the maximum number of cards.                         |

Fusion 7 White Label Standard

# Notifications Module





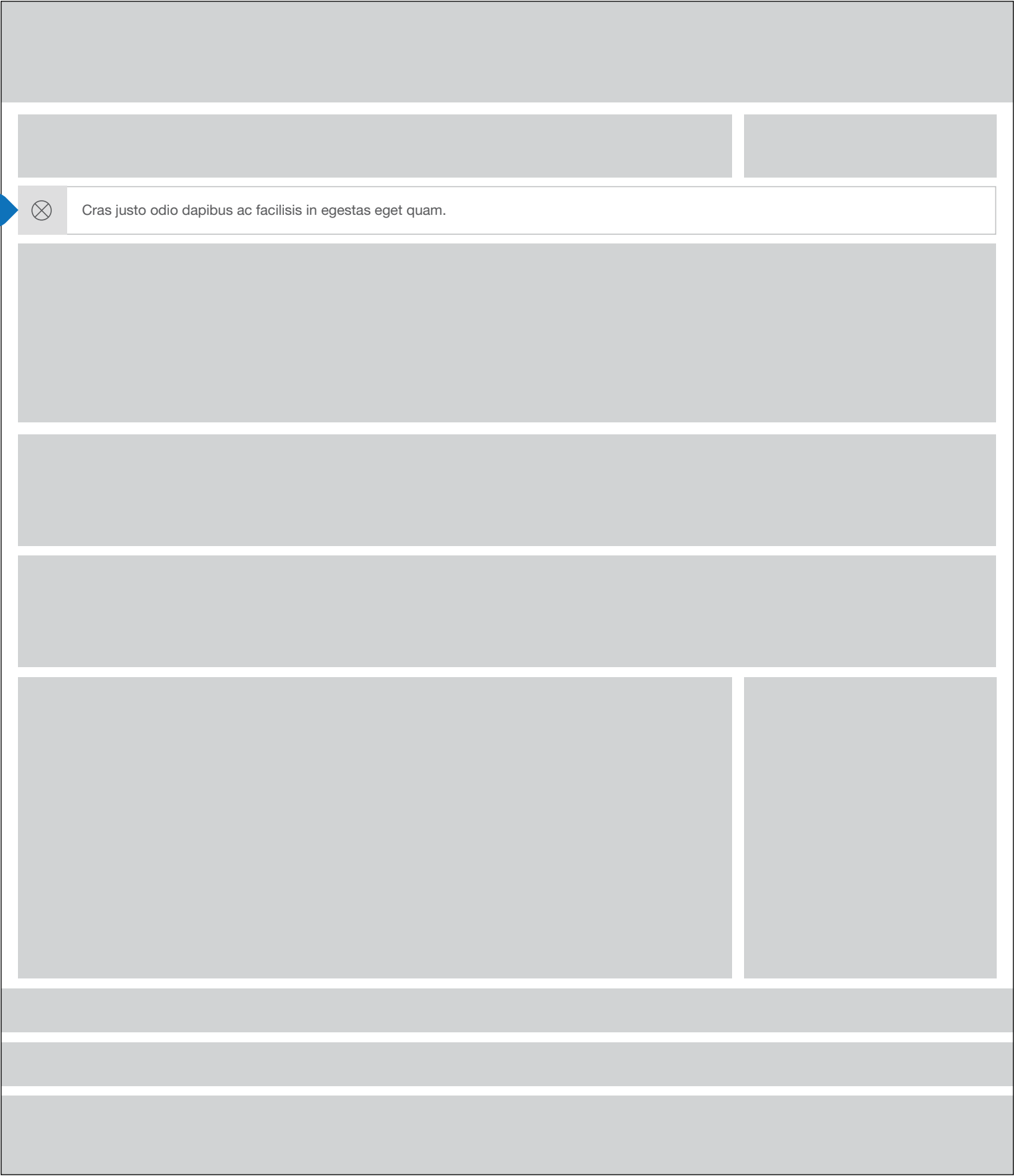
## Credit Module Type: Informational

- Urgent Notification: includes urgent icon, most severe/urgent type of notification
- Account Notification: includes icon, used for important but not critical account updates
- Confirmation Notification: includes icon, message indicating successful completion of a process
- Status Notification: includes icon, dismissable message indicating completion of a user-initiated task

Interaction Notes

razorfish | citi

# Wireframe: Credit Home Notification, Large View



## Page Notes

Credit Module Type: Informational  
A notification on the Credit Home is displayed below the header, page title and card selector and above the account summary.

## Interaction Notes

| Key | Element      | Action | Notes |
|-----|--------------|--------|-------|
| 1   | Notification | None   |       |



Wireframe: Sign On Notification, Medium View



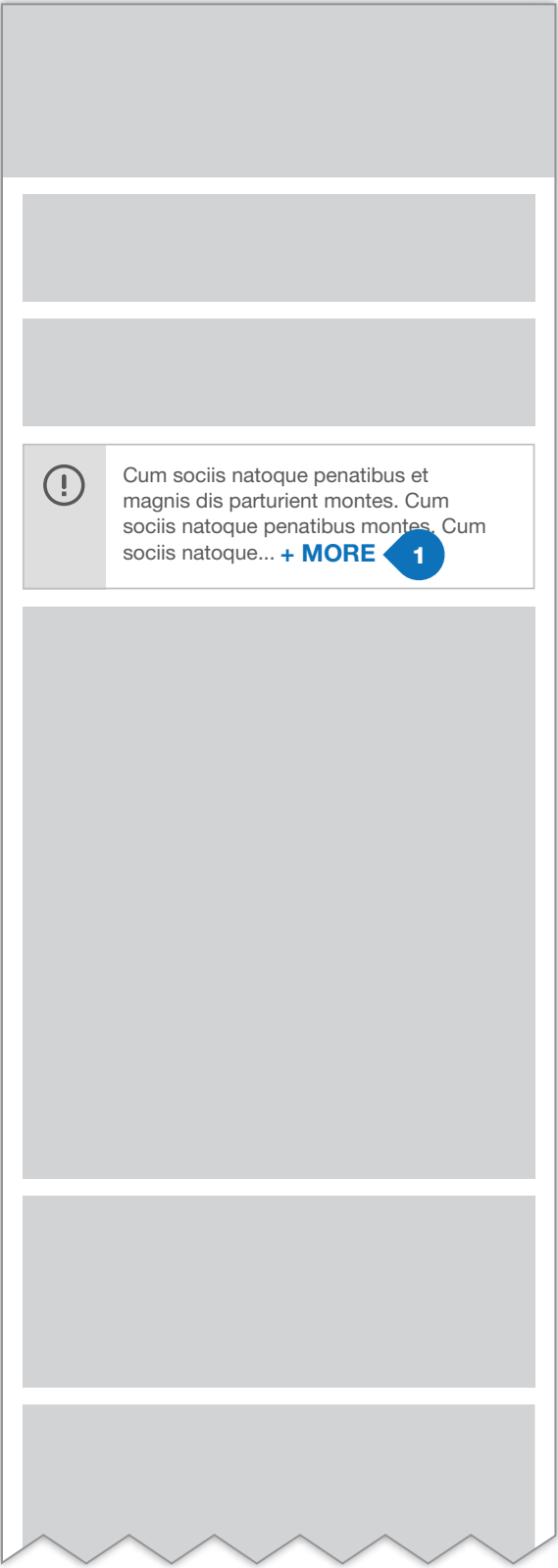
Page Notes

Credit Module Type: Informational  
A notification on the Sign On screen is displayed below the header and above the Sign On Module.

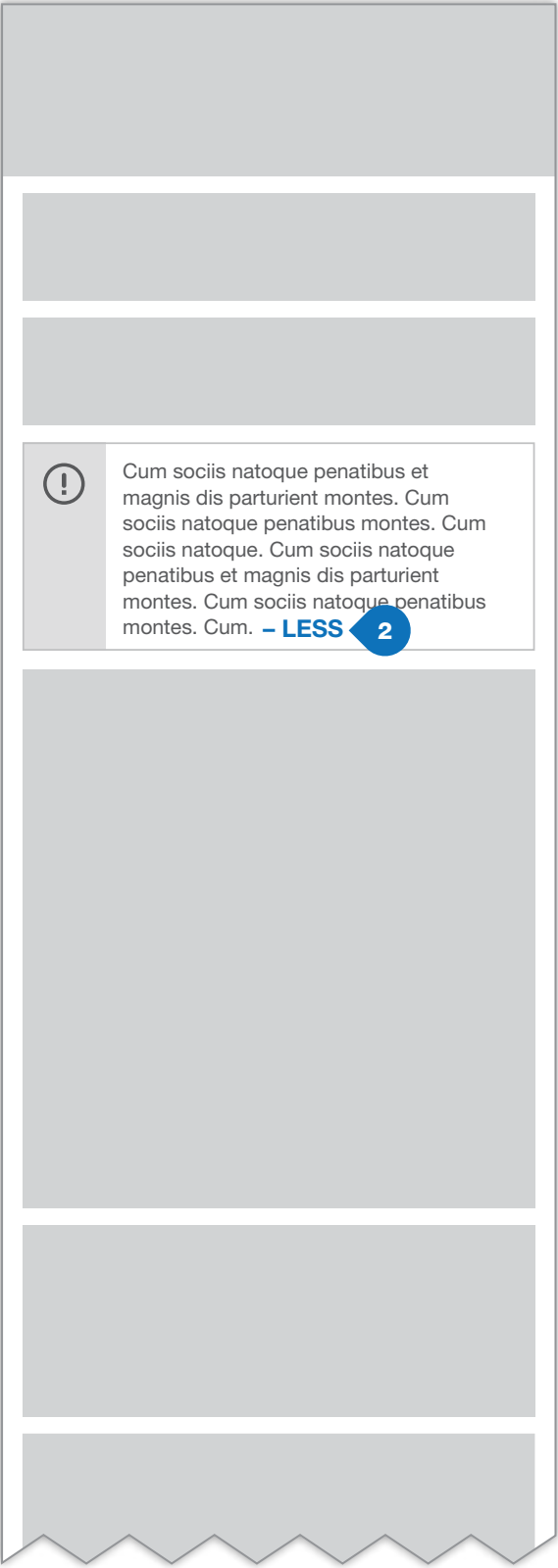
Interaction Notes

| Key | Element      | Action | Notes |
|-----|--------------|--------|-------|
| 1   | Notification | None   |       |

Wireframe: Expandable Credit Home Notifications, Extra Small View



Notification Wrapping- Collapsed



Notification Wrapping- Expanded

Page Notes

Credit Module Type: Informational

If a notification needs to wrap on Small and Extra Small breakpoints, it must include show/hide functionality. Expandable notifications only apply to notifications that are longer than 150 characters. This applies to all notification types.

Interaction Notes

| Key | Element | Action                                                            | Notes |
|-----|---------|-------------------------------------------------------------------|-------|
| 1   | More    | onTap expands the notification to show the remaining notification |       |
| 2   | Less    | onTap collapses the notification                                  |       |

| FUSION: NOTIFICATIONS MODULE, TRUNCATION CONTROLS                   |   |   |                                |                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |                           |                               |                |                          |        |                                                                                                                                                                           |
|---------------------------------------------------------------------|---|---|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                                                   | T | M | ELEMENT                        | COPY                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                          | ADA                       | ADA (SPANISH)                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                     |
|                                                                     |   |   | Link                           | MORE                                                                                                                                                                                                                 | MÁS                                                                                                                                                                                                                                                     |                           |                               |                |                          |        | Text truncation control, expand                                                                                                                                           |
|                                                                     |   |   | Link                           | LESS                                                                                                                                                                                                                 | MENOS                                                                                                                                                                                                                                                   |                           |                               |                |                          |        | Text truncation control, hide                                                                                                                                             |
|                                                                     |   |   | Link                           | Dismiss                                                                                                                                                                                                              | Eliminar                                                                                                                                                                                                                                                |                           |                               |                |                          |        | Dismiss status notification control                                                                                                                                       |
|                                                                     |   |   | Link                           | X                                                                                                                                                                                                                    | X                                                                                                                                                                                                                                                       | Remove this notification. | Eliminar a esta notificación. |                |                          |        | Dismiss status notification control                                                                                                                                       |
| FUSION: NOTIFICATIONS MODULE, CREDIT HOME AND SIGN ON NOTIFICATIONS |   |   |                                |                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |                           |                               |                |                          |        |                                                                                                                                                                           |
| D                                                                   | T | M | ELEMENT                        | COPY                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                          | ADA                       | ADA (SPANISH)                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                     |
|                                                                     |   |   | Page-Level Notification (Text) | We encountered a problem processing your request. Please try again later.                                                                                                                                            | Hemos tenido un problema al procesar tu solicitud. Vuelve a intentarlo más tarde.                                                                                                                                                                       |                           |                               |                |                          |        | Account Notification, Credit Home/Sign On<br><br>Display for processing/ general site errors, and site outages.<br><br>(IFX Error Code 635, 9004, 9005, 9037, 9001, 9002) |
|                                                                     |   |   | Page-Level Notification (Text) | A new card has been sent to you and should arrive in the mail within two weeks. When your card arrives, follow the instructions on the security sticker to confirm receipt and activate your card for immediate use. | Se te ha enviado una nueva tarjeta que llegará por correo postal en el transcurso de dos semanas. Cuando llegue la tarjeta, sigue las instrucciones en la etiqueta de seguridad para confirmar recepción, activar tu tarjeta y utilizarla de inmediato. |                           |                               |                |                          |        | Account Notification, Sign On<br><br>For Account Status Code (Citi to confirm): NRI Block – reissue                                                                       |
|                                                                     |   |   | Page-Level Notification (Text) | You have a past due payment of [\$XX,XXX.XX]. Make a payment below.                                                                                                                                                  | Tienes un pago vencido de [\$XX,XXX.XX]. Efectúa un Pago a continuación.                                                                                                                                                                                |                           |                               |                |                          |        | Account Notification, Credit Home<br><br>For Account Status Code D: six days post payment due date or Delinquent status<br><br>Status Code X                              |

|  |  |  |                                |                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                        |  |  |  |  |  |                                                                                                                                                     |
|--|--|--|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Page-Level Notification (Text) | For your protection, some of your account services have been disabled.<br><br>For more information, please call [Customer Service Phone Number]<br><br>TDD/TYY for the Hearing Impaired please contact: [TDD/TTY Phone Number] | Para tu protección, algunos servicios de tu cuenta han sido desactivados.<br><br>Para obtener más información, llama al [Customer Service Phone Number]<br><br>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a: [TDD/TTY Phone Number] |  |  |  |  |  | Urgent Notification, Credit Home<br><br>For Account Status U (Fraud), Legal Status                                                                  |
|  |  |  | Page-Level Notification (Text) | You recently reported your card as lost or stolen. For your protection, we have limited access to your account. Please register your new card once received for online access to your account.                                 | Has denunciado recientemente el robo o pérdida de tu tarjeta. Para tu protección, hemos limitado el acceso en línea a tu cuenta. Por favor, registra tu nueva tarjeta cuando la hayas recibido para tener acceso en línea a tu cuenta.                 |  |  |  |  |  | Urgent Notification, Credit Home<br><br>For Account Status L (Lost/Stolen)<br><br>Link directs to Registration verification form.                   |
|  |  |  | Page-Level Notification (Text) | Your [Card/Program Name] account has been closed.                                                                                                                                                                              | Tu cuenta de [Card/Program Name] ha sido cerrada.                                                                                                                                                                                                      |  |  |  |  |  | Account Notification, Credit Home<br><br>For Account Status C (Closed).                                                                             |
|  |  |  | Page-Level Notification (Text) | There is an issue with your account. To avoid an interruption of your next credit card transaction, please call [Customer Service Phone Number]<br><br>TDD/TYY for the Hearing Impaired please contact: [TDD/TTY Phone Number] | Hay un problema con tu cuenta. Para evitar una interrupción de tu próxima transacción con tarjeta de crédito, llama al [Customer Service Phone Number]<br><br>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a: [TDD/TTY Phone Number]  |  |  |  |  |  | Urgent Notification, Credit Home<br><br>For Account Status A (Authorizations Prohibited)                                                            |
|  |  |  | Page-Level Notification (Text) | Your card has been upgraded and a new card has been issued. Please register your new card.                                                                                                                                     | Tu tarjeta ha sido ascendida de categoría y se ha emitido una tarjeta nueva. Por favor registra tu nueva tarjeta.                                                                                                                                      |  |  |  |  |  | Urgent Notification, Sign On<br><br>For Account Status (Citi to confirm): NRI Block – reissue<br><br>Link directs to registration verification form |

|                                            |   |   | Module Notification (Text)     | Your browser is not accepting cookies. Please enable cookies on your browser to sign on.                                                                                                                              | Tu explorador no está aceptando las cookies. Habilita las cookies en tu explorador para iniciar sesión.                                                                                                                                                |     |               |                |                          |        | Account Notification, Page-Level: Sign On page                                                                                                                                                           |
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|                                            |   |   | Page-Level Notification (Text) | <div>[Card Program Name] is not available at this time. For more information call</div> <div>[Customer Service Phone Number]</div> <div>TDD/TYY for the Hearing Impaired please contact: [TDD/TTY Phone Number]</div> | <div>[Card Program Name] no está disponible en este momento. Para obtener más información llama al</div> <div>[Customer Service Phone Number]</div> <div>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a: [TDD/TTY Phone Number]</div> |     |               |                |                          |        | <div>Urgent Notification</div> <div>For Account Status Code B (Bankrupt)</div> <div>Status Code Z</div>                                                                                                  |
| FUSION: NOTIFICATIONS MODULE, REGISTRATION |   |   |                                |                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                        |     |               |                |                          |        |                                                                                                                                                                                                          |
| D                                          | T | M | ELEMENT                        | COPY                                                                                                                                                                                                                  | COPY (SPANISH)                                                                                                                                                                                                                                         | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                    |
|                                            |   |   | Text                           | You already have a registered account. Please sign on to your account.                                                                                                                                                | Ya tienes una cuenta registrada. Inicia sesión en tu cuenta.                                                                                                                                                                                           |     |               |                |                          |        | <div>Urgent Account Notification</div> <div>Displays on Sign On screen if user chooses to activate later and is already registered.</div>                                                                |
|                                            |   |   | Text                           | Your Account is Now Active                                                                                                                                                                                            | Tu tarjeta está activa ahora.                                                                                                                                                                                                                          |     |               |                |                          |        | <div>Account Notification — Activate Now</div> <div>CIL Status Code: ActivateNow</div> <div>Displays if user chooses “Activate Now.” Displays on Profile Form or Unmapped Card Form.</div>               |
|                                            |   |   | Text                           | Your card has not been activated.                                                                                                                                                                                     | Tu tarjeta no ha sido activada.                                                                                                                                                                                                                        |     |               |                |                          |        | <div>Account Notification — Activate Later</div> <div>CIL Status Code: ActivateLater</div> <div>Displays if user chooses “Activate Later.” Displays on Profile Form, Sign On Page or Linking Form.</div> |

|  |  |  |              |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                      |                                         |                                                   |  |  |  |                                                                                                                                                                                          |
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|  |  |  | Text         | You already have a registered account. Please sign on to your account.                                                                                                                                                                                                    | Ya tienes una cuenta registrada. Inicia sesión en tu cuenta.                                                                                                                                                                                                                                                         |                                         |                                                   |  |  |  | Urgent Account Notification<br><br>CIL Status Code: Already_registered_notification_signon<br><br>Display on Sign On screen if user chooses to activate later and is already registered. |
|  |  |  | Text         | It looks like your card is already active and registered.                                                                                                                                                                                                                 | Al parecer tu tarjeta ya está activa y ha sido registrada.                                                                                                                                                                                                                                                           |                                         |                                                   |  |  |  | Urgent Account Notification<br>Appears if user's card is active and registered.<br><br>CIL Status Code: Already_activated_Registered                                                     |
|  |  |  | Button       | Sign On                                                                                                                                                                                                                                                                   | Inicio de Sesión                                                                                                                                                                                                                                                                                                     | Sign on to your [Partner Name] account. | Inicia sesión en tu cuenta de [Nombre del Socio]. |  |  |  | Sign On points to Fusion Sign On page.                                                                                                                                                   |
|  |  |  | Text Heading | Your account is now locked. You may log in again after 24 hours.                                                                                                                                                                                                          | Tu tarjeta ahora está bloqueada. Intenta iniciar sesión nuevamente después de 24 horas.                                                                                                                                                                                                                              |                                         |                                                   |  |  |  | Account Notification, Unable To Authenticate<br><br>CIL Status Code: CIL_103: Substatus Code 5024                                                                                        |
|  |  |  | Link         | Activate or Register Another Card                                                                                                                                                                                                                                         | Activar o Registrar otra Tarjeta                                                                                                                                                                                                                                                                                     |                                         |                                                   |  |  |  |                                                                                                                                                                                          |
|  |  |  | Text         | Access Blocked<br><br>For security reasons, we cannot allow you to proceed.<br><br>For assistance, please call 1-888-742-9217.<br><br>International callers, call collect 904-954-2105.<br><br>TDD/TYY for the Hearing Impaired please contact:<br>[TDD/TTY Phone Number] | Acceso Bloqueado<br><br>Por razones de seguridad, no podemos permitir que continúes.<br><br>Para recibir asistencia, llama al 1-888-742-9217.<br><br>Llamadas internacionales con cobro revertido al 904-954-2105.<br><br>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a:<br>[TDD/TTY Phone Number] |                                         |                                                   |  |  |  | Urgent Notification for CYOTA Down and iOvation Deny scenarios                                                                                                                           |



|  |  |  |      |                                                                                                                                                                     |                                                                                                                                                                                  |  |  |  |  |  |                                                                                                                                                                                                                                                                             |
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|  |  |  | Text | Your card is now active.                                                                                                                                            | Tu tarjeta está activa ahora.                                                                                                                                                    |  |  |  |  |  | Confirmation Notification<br>Display if user clicks “Activate Now” on Card Activation Form, is not registered and is eligible to link.                                                                                                                                      |
|  |  |  | Text | For your protection, we have locked this User ID because we could not verify the information you entered. For assistance, contact [Technical Service Phone Number]. | Para tu protección, hemos bloqueado esta tarjeta, porque no pudimos verificar la información ingresada. Para obtener asistencia, comunícate al [Technical Service Phone Number]. |  |  |  |  |  | Urgent Notification.<br>Displays on Linking Form when one of the user’s User IDs is locked.                                                                                                                                                                                 |
|  |  |  | Text | Your card is now active.                                                                                                                                            | Tu tarjeta está activa ahora.                                                                                                                                                    |  |  |  |  |  | Confirmation Notification.<br><br>Display as confirmation of activation if user clicks “Activate Now” on Activation Form and is already registered.<br>OR<br>Display as confirmation of activation if user clicks “Activate Now” on Reissue Form and is already registered. |
|  |  |  | Text | Your email address could not be saved. Please try again.                                                                                                            | Tu dirección de email no se pudo guardar. Por favor, intenta de nuevo.                                                                                                           |  |  |  |  |  | Account Notification.<br><br>Displays if DCF is down.                                                                                                                                                                                                                       |
|  |  |  | Text | We were unable to update the mobile phone number for your profile. Please update this information at a later time.                                                  | No pudimos actualizar el número de teléfono móvil para tu perfil. Por favor, actualiza esta información en un momento posterior.                                                 |  |  |  |  |  | Account Notification.<br><br>For Registration scenarios display on Security Questions screen.                                                                                                                                                                               |
|  |  |  | Text | Your User ID(s) are no longer available. Please create a new User ID.                                                                                               | Tus Identificaciones de Usuario ya no están disponibles. Por favor, crea una nueva Identificación de Usuario.                                                                    |  |  |  |  |  | Account Notification.<br><br>Expired User IDs                                                                                                                                                                                                                               |

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|  |  |  | Text | Your card is now active.                                                                                           | Tu tarjeta está activa ahora.                                                                                                    |  |  |  |  |  | Confirmation Notification.<br>Display as activation confirmation if user clicks “Activate Now” on the Activation Form and is already registered.<br><br>OR<br><br>Display as confirmation of activation if user clicks “Activate Now” on Reissue Form and is already registered.                                                                                                                               |
|  |  |  | Text | Your card is now linked to your account.                                                                           | Tu tarjeta ahora está vinculada a tu cuenta.                                                                                     |  |  |  |  |  | Confirmation Notification.<br>Display if user links card(s) on Linking Form as confirmation.                                                                                                                                                                                                                                                                                                                   |
|  |  |  | Text | We were unable to update the mobile phone number for your profile. Please update this information at a later time. | No pudimos actualizar el número de teléfono móvil para tu perfil. Por favor, actualiza esta información en un momento posterior. |  |  |  |  |  | Account Notification.<br>For Activation scenarios, display on Activation Confirmation screen:<br>For Registration scenarios, 1. Display on Create Security Questions screen if user does not have security questions on file 2. Display on Paperless Index/Preferences screen if the user has not set up preferences. 3. Display on Sign On screen if user has established security questions and preferences. |
|  |  |  | Text | Your email address could not be saved. Please try again.                                                           | Tu dirección de email no se pudo guardar. Por favor, intenta de nuevo.                                                           |  |  |  |  |  | Account Notification.<br><br>Displays if DCF is down.                                                                                                                                                                                                                                                                                                                                                          |
|  |  |  | Text | Your card has been linked to your account. Please sign on.                                                         | Tu tarjeta ha sido vinculada a tu cuenta. Por favor inicia sesión.                                                               |  |  |  |  |  | Confirmation Notification.<br>Displays on Sign On Module for users who have linked cards.                                                                                                                                                                                                                                                                                                                      |



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|                                         |   |   | Text    | Your card has been activated. Please register your account for online services.                                                                                     | Tu tarjeta ha sido activada. Por favor registra tu cuenta para los servicios en línea.                                                                                           |     |               |                |                          |        | Confirmation Notification.<br><br>Content appears on the Verification Module for Users that abort the process after activating.                  |
|                                         |   |   | Text    | You have quit the registration process successfully.                                                                                                                | Has salido del proceso de registro satisfactoriamente.                                                                                                                           |     |               |                |                          |        |                                                                                                                                                  |
|                                         |   |   | Text    | Thank you. Your account information has been verified.                                                                                                              | Gracias. Tu información de cuenta ha sido verificada.                                                                                                                            |     |               |                |                          |        | Confirmation Notification.<br>CIL Status Code: CIL_000<br>Appears on the Sign On Screen                                                          |
|                                         |   |   | Text    | For your protection, we have locked this User ID because we could not verify the information you entered. For assistance, contact [Technical Service Phone Number]. | Para tu protección, hemos bloqueado esta tarjeta, porque no pudimos verificar la información ingresada. Para obtener asistencia, comunícate al [Technical Service Phone Number]. |     |               |                |                          |        | Urgent Notification.<br><br>Displays on Unmapped Name on Card when one of the user's User IDs is locked.                                         |
| FUSION: NOTIFICATIONS ON MULTIPLE PAGES |   |   |         |                                                                                                                                                                     |                                                                                                                                                                                  |     |               |                |                          |        |                                                                                                                                                  |
| D                                       | T | M | ELEMENT | COPY                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                            |
|                                         |   |   | Text    | You have [X] pending payment(s).<br><br>Dismiss                                                                                                                     | Tienes [X] pago(s) pendiente(s).<br><br>Desestimar                                                                                                                               |     |               |                |                          |        | Status Notification.<br>1. Appears on Payments Landing when the user has multiple pending payments.                                              |
|                                         |   |   | Text    | You have updated your Password successfully.                                                                                                                        | Has actualizado tu Contraseña con éxito.                                                                                                                                         |     |               |                |                          |        | CIL error code 000<br><br>Confirmation Notification.<br>Appears on Credit Home when user successfully completes Password Reset flow.             |
|                                         |   |   | Text    | You've deleted a payment source.<br><br>Dismiss                                                                                                                     | Has eliminado una fuente de pago.<br><br>Desestimar                                                                                                                              |     |               |                |                          |        | CIL error code 000<br><br>Status Notification.<br>1. Appears on the Manage Payment Sources process page after the user deletes a Payment Source. |

|  |  |  |      |                                                                                        |                                                                                                                          |  |  |  |  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|  |  |  | Text | We were unable to update your Paperless Settings at this time. Please try again later. | No hemos podido actualizar tus Configuraciones de los Programas Paperless en este momento. Inténtalo de nuevo más tarde. |  |  |  |  |  |  | CIL error code 5061, 5062<br><br>Account Notification. Appears on the Paperless Edit module when the system cannot support the user's entered changes. Appears on confirmation state of the Add Payment Source when paperless enrollment cannot be completed. Appears on the initial state of the Make a Payment with Options module when the user is in the Make a Payment, No Payment Source (Initial State) Appears on the initial state of the Paperless Enrollment module when paperless enrollment cannot be completed. |
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|  |  |  | Text | We were unable to update your Paperless Statement Settings at this time. Please try again later. | No hemos podido actualizar tus Configuraciones del Programa Paperless Statements en este momento. Inténtalo de nuevo más tarde. |  |  |  |  |  | CIL error code 5057, 5058<br><br>Account Notification. Appears on the confirmation page of the Paperless Edit module when the system cannot support the user's entered changes. Appears on the confirmation page of the Paperless Enroll modules when Statements enrollment fails. Appears on confirmation state of the Add Payment Source when paperless enrollment cannot be completed. Appears on the initial state of the Make a Payment with Options module when the user is in the Make a Payment, No Payment Source (Initial State) |
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|  |  |  | Text | We were unable to update your Paperless Letters Settings at this time. Please try again later. | No hemos podido actualizar tus Configuraciones del Programa Paperless Letters en este momento. Inténtalo de nuevo más tarde. |  |  |  |  |  | CIL error code 5059, 5060<br><br>Account Notification.<br>Appears on the confirmation state of the Paperless Edit module when the system cannot support the user's entered changes.<br>Appears on the confirmation page of the Paperless Enroll modules when Letters enrollment fails.<br>Appears on confirmation state of the Add Payment Source when paperless enrollment cannot be completed.<br>Appears on the initial state of the Make a Payment with Options module when the user is in the Make a Payment, No Payment Source (Initial State) |
|  |  |  | Text | We were unable to add your payment source at this time. Please try again later.                | No hemos podido agregar tu fuente de pago en este momento. Inténtalo de nuevo más tarde.                                     |  |  |  |  |  | CIL error code 5019<br><br>Account Notification, Payments Landing Page                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|  |  |  | Text | Your email address could not be saved. Please try again.                                                                                                                                                                         | No se pudo guardar tu dirección de email. Vuelve a intentarlo.                                                                                                                                                                                                    |  |  |  |  |  | CIL error code 5009<br><br>Displays if DCF is down.<br><br>Account Notification.<br>Appears on the Confirmation state of the Add a Payment Source flow when the user selected paperless and the system could not save their email address.<br>Appears on the initial state of the Make a Payment with Options module when the user is in the Make a Payment, No Payment Source (Initial State)<br>Appears on the confirmation page of the Paperless Edit and Paperless Enroll modules when the user's address fails to update. |
|  |  |  | Text | We were unable to update your Alert settings at this time. Please try again later.                                                                                                                                               | No hemos podido actualizar tus configuraciones de Alertas en este momento. Inténtalo de nuevo más tarde.                                                                                                                                                          |  |  |  |  |  | CIL error code 5018<br><br>Account Notification.<br>Appears on the initial state of the Alerts flow when the user clicked update and the system could not save their Alert settings.                                                                                                                                                                                                                                                                                                                                           |
|  |  |  | Text | <div>[Card Program Name] is not available at this time. For more information call</div> <div>[Customer Service Phone Number]</div> <div>TDD/TYY for the Hearing Impaired please contact:</div> <div>[TDD/TTY Phone Number]</div> | <div>[Card Program Name] no está disponible en este momento. Para obtener más información llama al</div> <div>[Customer Service Phone Number]</div> <div>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a:</div> <div>[TDD/TTY Phone Number]</div> |  |  |  |  |  | Urgent Notification<br><br>For Account Status Code B (Bankrupt)<br><br>Status Code Z                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|  |  |  | Text | You've successfully updated your password, but we encountered a problem signing you in to your account. Please try again later. | Haz actualizado tu contraseña con éxito, pero encontramos un problema para que inicies sesión en tu cuenta. Inténtalo de nuevo más tarde. |  |  |  |  |  | CIL error code 001<br>Account Notification<br>Appears on Sign On page if the user has updated their password, but a server-side error prevents them from signing in to their account                                                                                                                                                                                                                                                                                                                                |
|  |  |  | Text | You have updated your Payment Source settings successfully.                                                                     | Haz actualizado tus configuraciones de Fuente de Pago con éxito.                                                                          |  |  |  |  |  | CIL error code CIL_000<br><br>Account Notification.<br>Appears when the user has updated their Payment Source settings.                                                                                                                                                                                                                                                                                                                                                                                             |
|  |  |  | Text | We were unable to add this payment source to one or more of your cards at this time. Please try again later.                    | No pudimos agregar esta fuente de pago a una o más de tus tarjetas en este momento. Inténtalo de nuevo más tarde.                         |  |  |  |  |  | Account Notification.<br><br>Appears on the Payments Landing Page when user selects cards in the "Add to other cards checklist", and one or more of the cards fails to link.<br>Appears on the Manage Payment Source confirmation page when user selects cards in the "Add to other cards checklist", and one or more of the cards fails to link.<br>Appears on the Add Payment Source confirmation page when user selects cards in the "Add to other cards checklist", and one or more of the cards fails to link. |
|  |  |  | Text | We were unable to update your settings for one or more of the Alerts you selected. Please try again later.                      | No pudimos actualizar tus configuraciones para una o más de las Alertas que seleccionaste. Inténtalo de nuevo más tarde.                  |  |  |  |  |  | Account Notification.<br><br>Appears on the confirmation page of the Alerts flow when the user clicked update and the one or more of the alert changes fails                                                                                                                                                                                                                                                                                                                                                        |
|  |  |  | Text | You have quit the Retrieve User ID process successfully.                                                                        | Has salido del proceso Recuperar Identificación de Usuario satisfactoriamente.                                                            |  |  |  |  |  | Confirmation Notification.<br><br>Appears on Sign On if user quits the Retrieve User ID process.                                                                                                                                                                                                                                                                                                                                                                                                                    |



|                                        |   |   |         |                                                                                                                                                         |                                                                                                                                                                         |     |               |                |                          |        |                                                                                                                                                                                                           |
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|                                        |   |   | Text    | You have quit the Reset Password process successfully.                                                                                                  | Has salido del proceso Restablecer Contraseña satisfactoriamente.                                                                                                       |     |               |                |                          |        | Confirmation Notification.<br><br>Appears on Sign On if user quits the Reset Password process.                                                                                                            |
|                                        |   |   | Text    | You have quit the Reset Password process successfully.                                                                                                  | Has salido del proceso Restablecer Contraseña satisfactoriamente.                                                                                                       |     |               |                |                          |        |                                                                                                                                                                                                           |
|                                        |   |   | Text    | You’ve reached the maximum number of payment sources for your account. To add another payment source, please remove one of your current sources.        | Has alcanzado la cantidad máxima de fuentes de pago para tu cuenta. Para agregar otra fuente de pago, por favor elimina una de tus fuentes actuales.                    |     |               |                |                          |        | CIL 5054<br><br>Appears if the user adds a fourth payment source to their account in AO while they are viewing the Payment Sources page in Fusion, and then attempts add another payment source in Fusion |
|                                        |   |   | Text    | The payment source you added was already on file for the following accounts: [Card/Program Name] Ending in [XXXX], [Card/Program Name] Ending in [XXXX] | La fuente de pago que agregaste ya estaba registrada para las siguientes cuentas: [Card/Program Name] que termina en [XXXX], [Card/Program Name] que termina en [XXXX]. |     |               |                |                          |        | CIL 5053<br><br>Appears on the confirmation state of the Add a Payment Source flow when the user attempts to link a payment source to an account that already has that payment source on file             |
| FUSION: NOTIFICATIONS - MULTIPLE PAGES |   |   |         |                                                                                                                                                         |                                                                                                                                                                         |     |               |                |                          |        |                                                                                                                                                                                                           |
| D                                      | T | M | ELEMENT | COPY                                                                                                                                                    | COPY (SPANISH)                                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                     |
|                                        |   |   | Text    | The account feature you tried to access is unavailable at this time.                                                                                    | La característica de la cuenta que intentaste acceder no está disponible en este momento.                                                                               |     |               |                |                          |        | Account Notification.<br>Appears on the Credit Home if the account is not eligible to access the requested page                                                                                           |
|                                        |   |   | Text    | Your account is currently past due. Please <a href="#">make a payment</a> .                                                                             | En este momento tu cuenta está vencida. Por favor, <a href="#">efectúa un pago</a> .                                                                                    |     |               |                |                          |        | Account Notification.<br><br>Link points to the Make a Payment with Options module.                                                                                                                       |

|  |  |  |      |                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                            |  |  |  |  |  |                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|  |  |  | Text | By enrolling in AutoPay today, your automatic payment will be processed on [MMM DD, YYYY], which is [on, after] your current due date ([MMM DD, YYYY]). To keep your account current, please <a href="#">make a payment</a> before your due date. | Al inscribirte en AutoPay el día de hoy, tu pago automático se procesará en la fecha [MMM DD, YYYY], que [coincide con, es posterior a] tu fecha de vencimiento actual ([MMM DD, YYYY]). Para mantener tu cuenta al día, <a href="#">efectúa un pago</a> antes de tu fecha de vencimiento. |  |  |  |  |  | Appears on AutoPay Enroll and Edit confirmation screen.<br><br>Link points to the Make a Payment with Options module.<br><br>Warning Message (Conditional Text), user's payment date is on or after due date |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|  |  |  | Text | We were unable to update your Paperless Settings at this time. Please try again later.                                                                                                                                                            | No hemos podido actualizar tus Configuraciones del Programa Paperless en este momento. Inténtalo de nuevo más tarde.                                                                                                                                                                       |  |  |  |  |  |                                                                                                                                                                                                              | CIL error code 5061, 5062<br><br>Account Notification. Appears on the Paperless Edit module when the system cannot support the user's entered changes. Appears on confirmation state of the Add Payment Source when paperless enrollment cannot be completed. Appears on the initial state of the Make a Payment with Options module when the user is in the Make a Payment, No Payment Source (Initial State) Appears on the initial state of the Paperless Enrollment module when paperless enrollment cannot be completed. |



|  |  |  |      |                                                                                                  |                                                                                                                                 |  |  |  |  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--|--|--|------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Text | We were unable to update your Paperless Statement Settings at this time. Please try again later. | No hemos podido actualizar tus Configuraciones del Programa Paperless Statements en este momento. Inténtalo de nuevo más tarde. |  |  |  |  |  |  | CIL error code 5057, 5058<br><br>Account Notification. Appears on the confirmation page of the Paperless Edit module when the system cannot support the user's entered changes. Appears on the confirmation page of the Paperless Enroll modules when Statements enrollment fails. Appears on confirmation state of the Add Payment Source when paperless enrollment cannot be completed. Appears on the initial state of the Make a Payment with Options module when the user is in the Make a Payment, No Payment Source (Initial State) |
|--|--|--|------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |  |  |      |                                                                                                        |                                                                                                                                        |  |  |  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--|--|--|------|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Text | We were unable to update your Paperless Letters Settings at this time. Please try again later.         | No hemos podido actualizar tus Configuraciones del Programa Paperless Letters en este momento. Inténtalo de nuevo más tarde.           |  |  |  |  |  | CIL error code 5059, 5060<br><br>Account Notification.<br>Appears on the confirmation state of the Paperless Edit module when the system cannot support the user's entered changes.<br>Appears on the confirmation page of the Paperless Enroll modules when Letters enrollment fails.<br>Appears on confirmation state of the Add Payment Source when paperless enrollment cannot be completed.<br>Appears on the initial state of the Make a Payment with Options module when the user is in the Make a Payment, No Payment Source (Initial State) |
|  |  |  | Text | Your payment has been deleted.                                                                         | Tu pago ha sido eliminado.                                                                                                             |  |  |  |  |  | Confirmation Notification, Module Level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|  |  |  | Text | We're missing some important contact information for your account. Please take a moment to provide it. | Nos falta alguna información de contacto importante correspondiente a tu cuenta. Te pedimos que dediques unos minutos a suministrarla. |  |  |  |  |  | Account Notification<br>Displays if one of the following pieces of information is not on file: Street Address, Email Address, and Phone Number.                                                                                                                                                                                                                                                                                                                                                                                                      |
|  |  |  | Text | Your Email Address has been added to your account.                                                     | Tu Dirección de Email ha sido agregada a tu cuenta.                                                                                    |  |  |  |  |  | Confirmation Notification.<br>Appears on Credit Home after the user has added their email address via the email capture flow post authentication.                                                                                                                                                                                                                                                                                                                                                                                                    |
|  |  |  | Text | Your Security Questions have been added to your account.                                               | Tus preguntas de seguridad han sido agregadas a tu cuenta.                                                                             |  |  |  |  |  | Confirmation Notification.<br>Appears on the Credit Home after the user has added their Security Questions via the security question collect flow post authentication.                                                                                                                                                                                                                                                                                                                                                                               |

|                                                  |   |   |         |                                                                                      |                                                                                              |     |               |                |                          |        |                                                                                                                                                            |
|--------------------------------------------------|---|---|---------|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                  |   |   | Text    | Your upcoming automatic payment is less than your account's minimum amount due.      | Tu próximo pago automático es inferior al monto mínimo adeudado de tu cuenta.                |     |               |                |                          |        | Appears on Credit Home if the user's Minimum Payment Due is more than their AutoPay amount.                                                                |
| FUSION: NOTIFICATIONS – ACCOUNT ACTIVITY PAGE    |   |   |         |                                                                                      |                                                                                              |     |               |                |                          |        |                                                                                                                                                            |
| D                                                | T | M | ELEMENT | COPY                                                                                 | COPY (SPANISH)                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                      |
|                                                  |   |   | Text    | Your request for a receipt was submitted successfully.                               | (Translation needed.)                                                                        |     |               |                |                          |        | Confirmation notification for successful receipt requests. Appears on Credit Home screen.<br><br>CIL Code: CIL_000                                         |
|                                                  |   |   | Text    | Your request for a receipt could not be processed at this time.                      | (Translation needed.)                                                                        |     |               |                |                          |        | Account notification for successful receipt requests. Appears on Credit Home screen.<br><br>CIL Codes: CIL_101, CIL_2001<br>Sub status: CIL_5139, CIL_9999 |
| FUSION: NOTIFICATIONS – ADD AUTHORIZED USER PAGE |   |   |         |                                                                                      |                                                                                              |     |               |                |                          |        |                                                                                                                                                            |
| D                                                | T | M | ELEMENT | COPY                                                                                 | COPY (SPANISH)                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                      |
|                                                  |   |   | Copy    | We were unable to add your Authorized User at this time. Please try again later.     | No hemos podido agregar tu Usuario Autorizado en este momento. Inténtalo de nuevo más tarde. |     |               |                |                          |        | CIL error code 2001<br><br>Account Notification. Appears if server-side failure occurs when user is attempting to add an authorized user                   |
| FUSION: NOTIFICATIONS – UPCOMING PAYMENTS        |   |   |         |                                                                                      |                                                                                              |     |               |                |                          |        |                                                                                                                                                            |
| D                                                | T | M | ELEMENT | COPY                                                                                 | COPY (SPANISH)                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                      |
|                                                  |   |   | Text    | We were unable to delete your upcoming payment at this time. Please try again later. | No hemos podido eliminar tu próximo pago en este momento. Inténtalo de nuevo más tarde.      |     |               |                |                          |        | Account Notification. Appears on Payments Landing Page if user clicks Delete Payment and the action fails                                                  |

| FUSION: NOTIFICATIONS – MOBILE ACTIVATIONS    |   |   |         |                                                                                                               |                                                                                                                                  |     |               |                |                          |        |                                                                                                                                                                                         |
|-----------------------------------------------|---|---|---------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                             | T | M | ELEMENT | COPY                                                                                                          | COPY (SPANISH)                                                                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                   |
|                                               |   |   | Text    | We were unable to send an activation code at this time. Please try again later.                               | No hemos podido enviar un código de activación en este momento. Inténtalo nuevamente más tarde.                                  |     |               |                |                          |        | Account Notification.<br><br>Appears on the initial state of the Mobile Activation modal when the user clicks Send Code and the system fails.                                           |
|                                               |   |   | Text    | We were unable to check your activation code at this time. Please try again later.                            | No hemos podido verificar tu código de activación en este momento. Inténtalo nuevamente más tarde.                               |     |               |                |                          |        | Account Notification.<br><br>Appears on the second state of the Mobile Activation modal when the user enters a code and clicks Submit, and the system fails.                            |
| FUSION: NOTIFICATIONS – UNMAPPED NAME ON CARD |   |   |         |                                                                                                               |                                                                                                                                  |     |               |                |                          |        |                                                                                                                                                                                         |
| D                                             | T | M | ELEMENT | COPY                                                                                                          | COPY (SPANISH)                                                                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                   |
|                                               |   |   | Text    | We were unable to update your card information at this time. Please try again later.                          | No hemos podido actualizar la información de tu tarjeta en este momento. Inténtalo de nuevo más tarde.                           |     |               |                |                          |        | CIL error code 2001<br><br>Account Notification.<br><br>Appears on the initial state of Unmapped Name on Card when the user clicks Continue and the system fails.                       |
|                                               |   |   | Text    | The information you entered does not match our records. Please re-enter your information in the fields below. | La información que ingresaste no coincide con nuestros registros. Vuelve a ingresar tu información en los campos a continuación. |     |               |                |                          |        | CIL error code 102, 5001<br><br>Account Notification.<br><br>Appears on the initial state of Unmapped Name on Card when the user clicks Continue, and the server-side validation fails. |

| FUSION: NOTIFICATIONS – AUTOPAY ENROLLMENT |   |   |         |                                                                                   |                                                                                                   |     |               |                |                          |        |                                                                                                                                                                    |
|--------------------------------------------|---|---|---------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                          | T | M | ELEMENT | COPY                                                                              | COPY (SPANISH)                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                              |
|                                            |   |   | Text    | We have encountered a problem processing your request. Please try again later.    | Hemos encontrado un problema al procesar tu solicitud. Inténtalo de nuevo más tarde.              |     |               |                |                          |        | CIL error code 102, 5065<br><br>Account Notification.<br><br>Appears on the initial state of Enroll in AutoPay when the user clicks Continue and the system fails. |
| NOTIFICATIONS – ALERTS                     |   |   |         |                                                                                   |                                                                                                   |     |               |                |                          |        |                                                                                                                                                                    |
| D                                          | T | M | ELEMENT | COPY                                                                              | COPY (SPANISH)                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                              |
|                                            |   |   | Text    | Please provide at least one phone number or email address in order to use Alerts. | Proporciona al menos un número de teléfono o dirección de email para usar los Mensajes de Alerta. |     |               |                |                          |        | Module-level Account Notification.<br><br>Appears on the Alerts Information page when the user has not specified any email addresses or phone numbers.             |
| FUSION: NOTIFICATIONS UPDATES              |   |   |         |                                                                                   |                                                                                                   |     |               |                |                          |        |                                                                                                                                                                    |
| D                                          | T | M | ELEMENT | COPY                                                                              | COPY (SPANISH)                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                              |
|                                            |   |   | Text    | You have a new message in your inbox. <a href="#">Read Message</a>                | Tienes un mensaje nuevo en tu bandeja de entrada. <a href="#">Leer mensaje</a>                    |     |               |                |                          |        | Account notification. Appears on the Credit Home when the user has a new message.                                                                                  |
|                                            |   |   | Text    | Your reply could not be sent. Please try again later.                             | Tu respuesta no pudo enviarse. Inténtalo de nuevo más tarde.                                      |     |               |                |                          |        | Appears in View/Reply Message module as “Urgent” Account Notification if reply cannot be sent.<br><br>CIL error code 001, 5094                                     |
|                                            |   |   | Text    | You have a new document. <a href="#">View Document</a>                            | Tienes un nuevo documento. <a href="#">Ver documento</a>                                          |     |               |                |                          |        | Account notification. Appears on the Credit Home when the user has a new document.<br><br>CIL error code 000                                                       |

|  |  |  |      |                                                                                                                                                |                                                                                                                                            |  |  |  |  |  |                                                                                                                                                                        |
|--|--|--|------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Text | You have a document, [DocumentName], that expires in [#] days. <a href="#">View document</a> .                                                 | Tienes un documento, [DocumentName], que vence en [#] días. <a href="#">Ver documento</a> .                                                |  |  |  |  |  | Account Notification.<br>Appears on Credit Home and all Landing Pages.<br><br>Conditional content: applicable if we can include the document name in the notification. |
|  |  |  | Text | Your reply has been successfully sent, though it may take a while to display in your message activity.                                         | Tu respuesta se envió correctamente, aunque es posible que demore un tiempo en mostrarse en tu actividad de mensajes.                      |  |  |  |  |  | Confirmation Notification.<br>Appears in View Message screen of the Secure Message Center when user submits a reply to an existing message.<br><br>CIL error code 000  |
|  |  |  | Text | Thanks for Your Payment, [FirstName].<br><br>CONFIRMATION NUMBER [XXXXXXXXXXXXXXXXXX]<br><br>View details in <a href="#">Upcoming Payments</a> | Gracias por tu pago, [FirstName].<br><br>NÚMERO DE CONFIRMACIÓN [XXXXXXXXXXXXXXXXXX]<br><br>Ver detalles en <a href="#">Próximos pagos</a> |  |  |  |  |  | Confirmation Notification.<br>Appears on Report a Lost/Stolen Overview Page when user returns to flow after making a payment.                                          |
|  |  |  | Link | Your account is past due. Please make a payment to bring your account up to date.                                                              | Tu cuenta está vencida. Efectúa un pago para poner tu cuenta al día.                                                                       |  |  |  |  |  | Conditional: If account past due and in Collections.                                                                                                                   |
|  |  |  | Text | Thank you for your recent payment. Your account will remain past due until your payment is processed.                                          | Gracias por tu pago reciente. Tu cuenta seguirá vencida hasta que se procese tu pago.                                                      |  |  |  |  |  | Account Status Notification.<br>Appears when user makes payment, bringing a card in collections up-to-date.                                                            |
|  |  |  | Text | Your card is past due. Choose from the options below to make a payment.                                                                        | Tu tarjeta está vencida. Elige entre las opciones a continuación para efectuar un pago.                                                    |  |  |  |  |  | Urgent Notification<br><br>Conditional: User has single card in collections.                                                                                           |



|                               |   |   |         |                                                                                                                                                            |                                                                                                                                                                                    |     |               |                |                          |        |                                                                                                                                                                                                  |
|-------------------------------|---|---|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                               |   |   | Text    | Both your cards are past due. Choose from the options below to make a payment on this card or switch accounts to make a payment.                           | Tus dos tarjetas están vencidas. Elige entre las opciones a continuación para efectuar un pago en esta tarjeta o cambia de cuenta para efectuar un pago.                           |     |               |                |                          |        | Urgent Notification<br><br>Conditional: User has two cards, both in collections.                                                                                                                 |
|                               |   |   | Text    | This card and other cards on your account are past due. Choose from the options below to make a payment on this card or switch accounts to make a payment. | Esta tarjeta y otras tarjetas en tu cuenta están vencidas. Elige entre las opciones a continuación para efectuar un pago en esta tarjeta o cambia de cuenta para efectuar un pago. |     |               |                |                          |        | Urgent Notification<br><br>Conditional: User has multiple cards in collections.                                                                                                                  |
|                               |   |   | Text    | Your [Name of Account] ending in [XXXX] is past due. Please switch accounts to make a payment.<br><br><a href="#">Switch to Account</a>                    | Tu [Name of Account] que termina en [XXXX] está vencida. Cambia de cuenta para efectuar un pago.<br><br><a href="#">Cambiar de cuenta</a>                                          |     |               |                |                          |        | Urgent Notification<br>Conditional: User has two cards, one in collections, and logs in to card that is current.                                                                                 |
|                               |   |   | Text    | You have other cards that are past due. Please switch accounts to make a payment.                                                                          | Tienes otras tarjetas que están vencidas. Cambia de cuenta para efectuar un pago.                                                                                                  |     |               |                |                          |        | Urgent Notification<br><br>Conditional: User has multiple cards in collections, and logs in to card that is current.                                                                             |
| FUSION: NOTIFICATIONS UPDATES |   |   |         |                                                                                                                                                            |                                                                                                                                                                                    |     |               |                |                          |        |                                                                                                                                                                                                  |
| D                             | T | M | ELEMENT | COPY                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                            |
|                               |   |   | Text    | Your minimum payment due for this statement cycle has been met.                                                                                            | Has cumplido con tu pago mínimo adeudado correspondiente a este ciclo de estado de cuenta.                                                                                         |     |               |                |                          |        | Account Notification. Appears on the Credit Home, Payments, Make a Payment with Options pages when the user has met their minimum payment due per statement cycle.<br><br>CIL Code: mpd_for_stmt |

| FUSION: PRODUCT MIGRATION NOTIFICATIONS |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |               |                |                          |        |                                                                                                                                                                        |
|-----------------------------------------|---|---|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                       | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                  |
|                                         |   |   | Text    | <p>Your [Current Card/Program Name] ending in [XXXX] is scheduled to be automatically upgraded to a [Migration Card/Program Name]. If you do not want to upgrade your account, please let us know by [opt out date]. If you do not decline this upgrade by [opt out date] you will no longer have the opportunity to decline. <a href="#">Decline Upgrade</a>.</p> <p>If you have any questions, please call Customer Support at [Customer Service Phone Number].</p> | <p>Tu [Current Card/Program Name] que termina en [XXXX] está programada(o) para recibir automáticamente un ascenso de categoría a una [Migration Card/Program Name]. Si no deseas realizar el ascenso de categoría de tu cuenta, por favor infórmalos a más tardar el [opt out date]. Si no rechazas este ascenso de categoría a más tardar el [opt out date], ya no tendrás la oportunidad de rechazarlo. <a href="#">Rechazar ascenso de categoría</a>.</p> <p>Si tienes alguna pregunta, comunícate con Asistencia al Cliente al [Customer Service Phone Number].</p> |     |               |                |                          |        | <p>Account Notification. Appears on the Credit Home Page. For AT and ABT Migration, opt-out use cases</p> <p>URL destination TBD</p>                                   |
|                                         |   |   |         | <p>Your [Current Card/Program Name] ending in [XXXX] is eligible for an upgrade to a [Migration Card/Program Name] If you'd like to upgrade your account, please let us know by [opt in date]. If you do not accept this upgrade by [opt in date] you will no longer have the opportunity to accept. <a href="#">Upgrade Account</a>.</p> <p>If you have any questions, please call Customer Support at [Customer Service Phone Number].</p>                          | <p>Tu [Current Card/Program Name] que termina en [XXXX] es elegible para recibir un ascenso de categoría a una [Migration Card/Program Name]. Si deseas realizar el ascenso de categoría de tu cuenta, por favor infórmalos a más tardar el [opt in date]. Si no aceptas este ascenso de categoría a más tardar el [opt in date], ya no tendrás la oportunidad de aceptarlo. <a href="#">Realizar el ascenso de categoría de la cuenta</a>.</p> <p>Si tienes alguna pregunta, comunícate con Asistencia al Cliente al [Customer Service Phone Number].</p>               |     |               |                |                          |        | <p>Account Notification. Appears on the Credit Home Page. For AT and ABT Migration, opt-in use cases</p> <p>URL destination TBD</p> <p>CIL Code: migration_post_AT</p> |

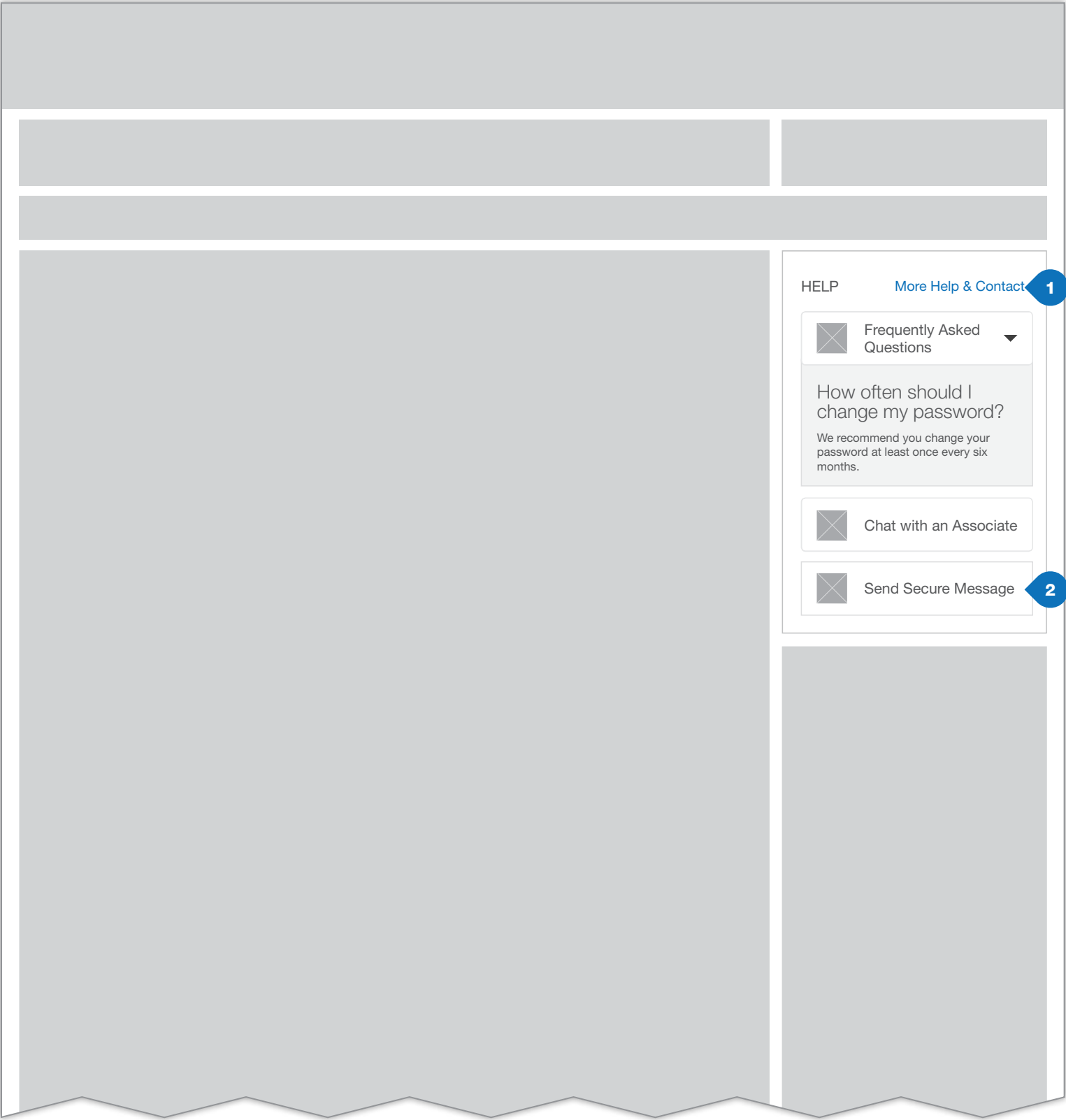


|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |                                                                                                                          |
|--|--|--|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Text | <p>Your [Current Card/Program Name] Card has been upgraded to a [Migration Card/Program Name]. You can view your previous account activity and statements under your old credit card account.</p> <p>If you have any questions about this upgrade, please contact Customer Service Support at [Customer Service Phone Number].</p>                        | <p>Tu Tarjeta [Current Card/Program Name] ha recibido el ascenso de categoría a un(a) [Migration Card/Program Name]. Podrás consultar la actividad y los estados de cuenta anteriores de tu cuenta bajo tu cuenta de tarjeta de crédito anterior.</p> <p>Si tienes alguna pregunta con respecto a este ascenso de categoría, comunícate con Asistencia de Servicio al Cliente al [Customer Service Phone Number].</p>                    |  |  |  |  |  | <p>Account Notification. Appears on the Credit Home page. For post-ABT Migrations</p> <p>CIL Code: migration_post_AT</p> |
|  |  |  | Text | <p>Congratulations! Your [Current Card/Program Name] ending in [XXXX] has been upgraded and you have a new account number. You can view your previous account activity and statements under your old account number.</p> <p>If you have any questions about this upgrade, please contact Customer Service Support at [Customer Service Phone Number].</p> | <p>¡Felicitaciones! Tu [Current Card/Program Name] que termina en [XXXX] ha recibido un ascenso de categoría y ahora tienes un nuevo número de cuenta. Podrás consultar la actividad y los estados de cuenta anteriores de tu cuenta bajo tu nuevo número de cuenta.</p> <p>Si tienes alguna pregunta con respecto a este ascenso de categoría, comunícate con Asistencia de Servicio al Cliente al [Customer Service Phone Number].</p> |  |  |  |  |  | <p>Account Notification. Appears on the Credit Home page. For post-AT Migrations</p>                                     |

|                                                      |   |   | Text    | <p>For your protection, we have issued you a new account number for your Current Card/Program Name] ending in [XXXX]. Your new account number ends in [XXXX].</p> <p>You can view your previous account activity and statements under your old account number.</p> <p>If you have any questions, please call customer service [Customer Service Phone Number].</p> | <p>Para tu protección, te hemos emitido un nuevo número de cuenta para tu [Current Card/Program Name] que termina en [XXXX]. Tu nuevo número de cuenta termina en [XXXX].</p> <p>Podrás consultar la actividad y los estados de cuenta anteriores de tu cuenta bajo tu número de cuenta anterior.</p> <p>Si tienes alguna pregunta, comunícate con servicio al cliente al [Customer Service Phone Number].</p>                          |     |               |                |                          |        | Account Notification. Appears on the Credit Home page. For post Lost/Stolen use cases                                            |
|------------------------------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------|
| FUSION: ACCOUNT STATUS PAGE RESTRICTION NOTIFICATION |   |   |         |                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |               |                |                          |        |                                                                                                                                  |
| D                                                    | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                               | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                            |
|                                                      |   |   | Text    | <p>Due to your account status, the page you requested is not currently available. If you'd like additional information, contact a Customer Service representative or call [Customer Service Phone Number]. If outside the U.S., Canada and Puerto Rico, call collect at [International Phone Number].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p>   | <p>Debido a la condición de tu cuenta, la página que has solicitado no se encuentra actualmente disponible. Si deseas obtener más información, comunícate con un representante de Servicio al Cliente o llama al [Customer Service Phone Number]. Si te encuentras fuera de los EE. UU., Canadá y Puerto Rico, llama con cobro revertido al [International Phone Number].</p> <p>HORARIOS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |     |               |                |                          |        | Account Status Notification. Appears on active page when the user attempts to access another page with prohibited account status |

Fusion 7 White Label Standard

# Help Module



Large View - Question Selected, Landing & Process Page

Page Notes

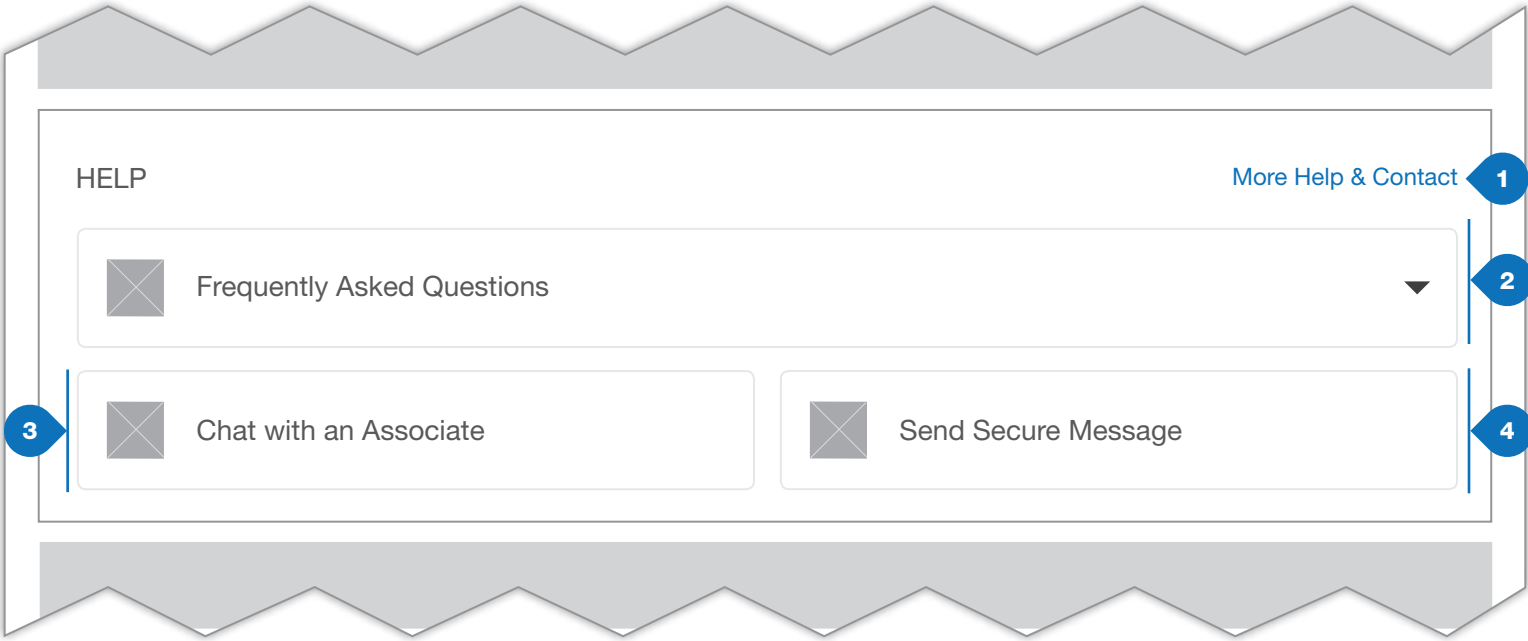
Module Type: Informational

This is the Help Module for Process and Landing Pages in the Large view. Module does not appear on the Help & Contact landing page. Content and interactions are consistent across Extra Large, and Large breakpoints. If the module fails to load, displays Module Failure. Module does not appear if the account has bankrupt or charged-off status.

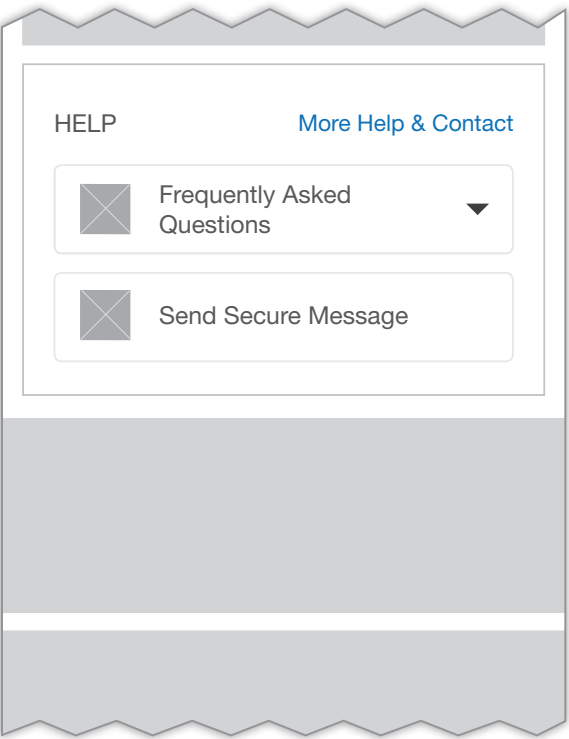
Interaction Notes

| Key | Element                    | Action                                           | Notes                                                                                                                   |
|-----|----------------------------|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| 1   | More Help & Contact Link   | onClick displays the Help & Contact landing page |                                                                                                                         |
| 2   | Send Secure Message Button | onClick displays New Message Module              | Removed 'New Message' link from this button.<br><br>Conditional content. Does not appear on pages in Registration flow. |

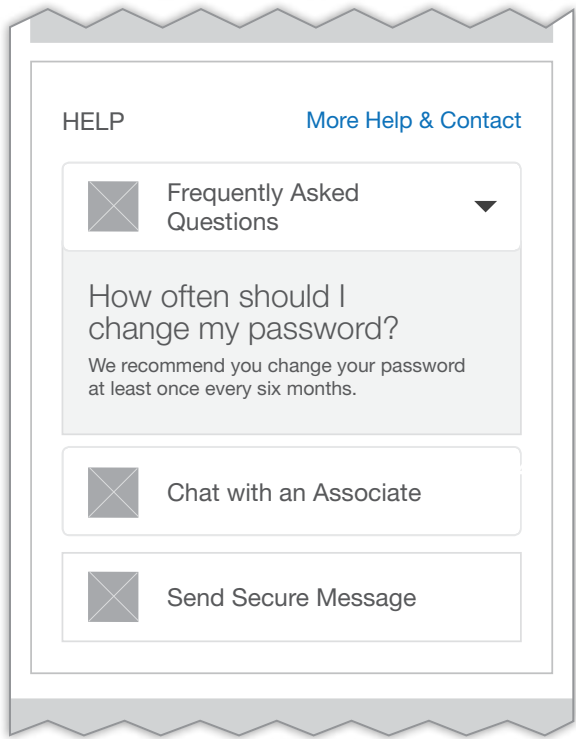
Wireframe: Help Module, Medium & Extra Small View



Medium View (Tablet) - Chat Available, Landing Page



Extra Small View - Chat Unavailable



Extra Small View -Question Selected, Landing Page

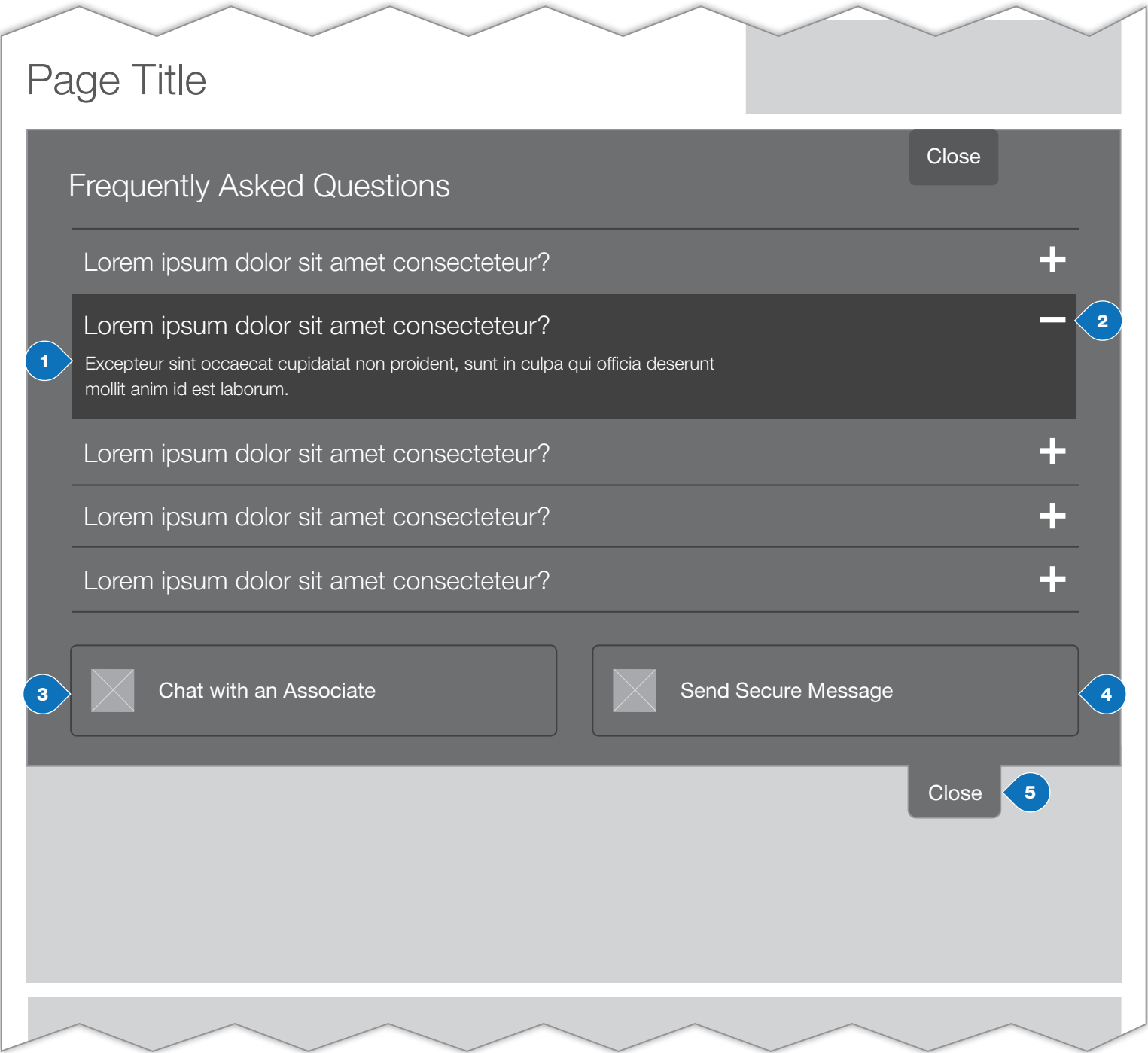
Page Notes

Module Type: Informational

This is the Help module. Module does not appear on the Help & Contact landing page. Content and interactions are consistent across Extra Large, Large, Small, and Extra Small breakpoints. If the module fails to load, displays Module Failure. If access to the information is restricted, display takeover message and refer to copy for messaging. If user does not have rights to any of the content, hide that content completely.

Interaction Notes

| Key | Element                           | Action                                           | Notes                                                                                                                                                                                                                                                                                                       |
|-----|-----------------------------------|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | More Help & Contact Link          | onClick displays the Help & Contact landing page |                                                                                                                                                                                                                                                                                                             |
| 2   | Frequently Asked Questions Drawer | onClick displays list of questions               | Conditional content. Does not display on FAQ Library pages.<br><br>Conditional content. Appears disabled if user is in bankrupt or charged off status.<br><br>Once the user selects a question, the module is expanded to display the question and answer<br><br>Displays one question and answer at a time |
| 3   | Chat Button                       | onClick displays the Chat Module                 | Conditional. The Chat Module does not appear in touch or mobile devices.<br><br>Conditional. Hide Chat Button after operating hours.<br><br>See <i>Wireframe: Menu Module</i> for location of Chat Icon at Medium, Small and Extra Small breakpoints.                                                       |
| 4   | New Message Button                | onClick displays the New Message Module          | Conditional content. Does not display on FAQ Library pages.<br><br>Conditional content. Appears disabled if user is in bankrupt or charged off status.<br><br>See Wireframe: New Message Module, Large View                                                                                                 |



Medium View (Tablet) - Question Selected - Chat Available, Process Page

Page Notes

Module Type: Informational

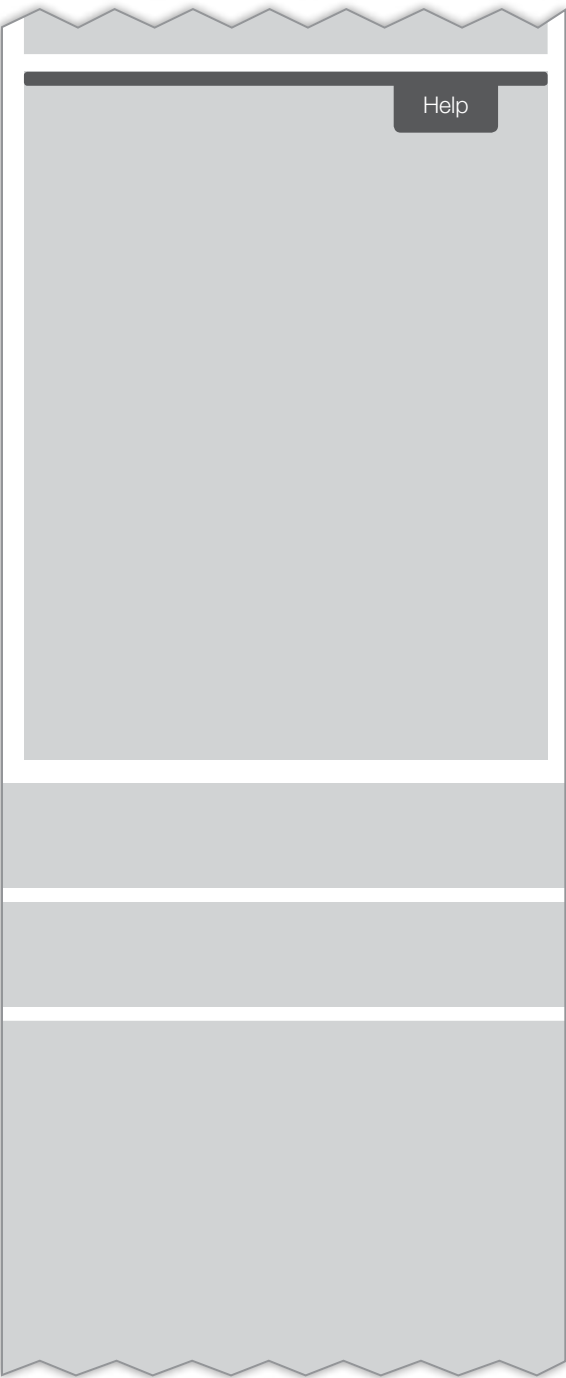
This is the Help Module for Process Pages in the Medium view. If the module fails to load, displays Module Failure. Module does not appear if the account has bankrupt or charged-off status.

Interaction Notes

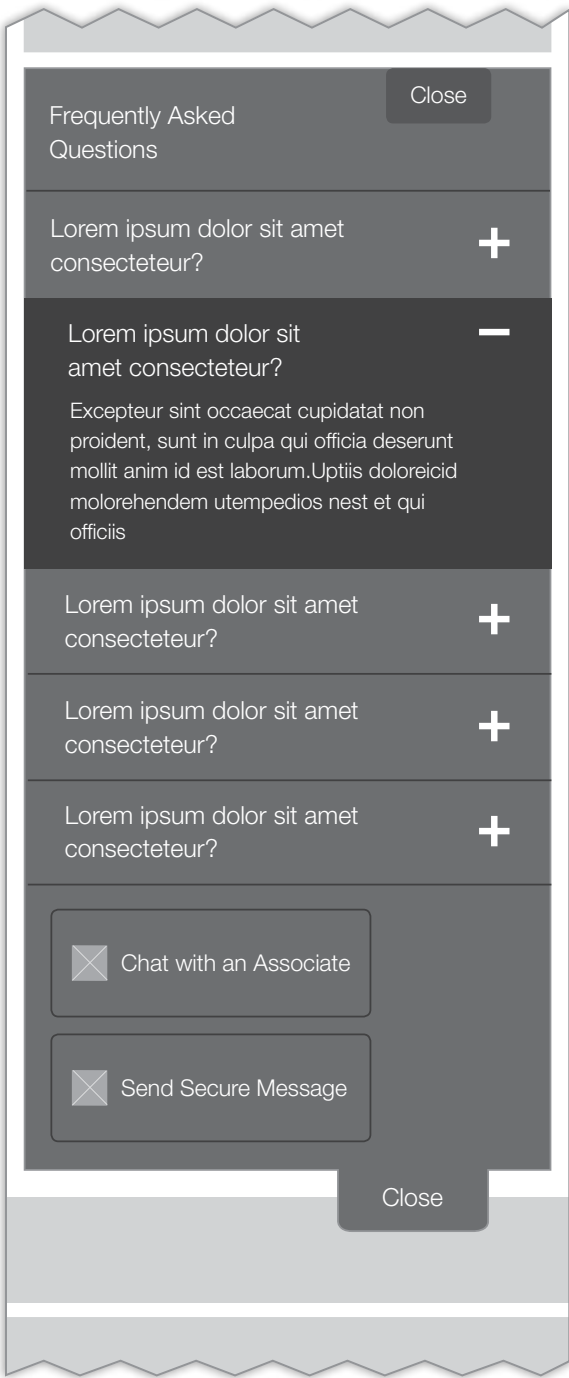
| Key | Element            | Action                                                         | Notes                                                                                                                                                                                                                                                  |
|-----|--------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Question Drawer    | None                                                           | Once the user selects a question the module is expanded to display the question and answer.<br><br>Displays one question and answer at a time.                                                                                                         |
| 2   | + / - Links        | onClick displays and hides the answer to the selected question | Only one question can be expanded at one time.                                                                                                                                                                                                         |
| 3   | Chat Now Button    | onClick displays Chat in a new pop-up window                   | Conditional. The Chat Module does not appear in touch or mobile devices.<br><br>Conditional. Hides Chat Button after operating hours.<br><br>See Wireframe: Menu Module Update for location of Chat Icon at Medium, Small and Extra Small breakpoints. |
| 4   | New Message Button | onClick displays New Message Module                            | Conditional content. Does not display if user is in bankrupt or charged off status.<br><br>See Wireframe: New Message Module, Large View                                                                                                               |
| 5   | Close Button       | onClick collapses Help dropdown                                | Conditional content. When module collapses, the button changes to 'Help'.                                                                                                                                                                              |



Wireframe: Help Module - Process Page, Extra Small View



Extra Small View - Collapsed, Process Page



Extra Small View - Question Selected, Process Page

Page Notes

Module Type: Informational

This is the Help Module for Process Pages in the Large view. If the module fails to load, displays Module Failure. Module does not appear if the account has bankrupt or charged-off status.

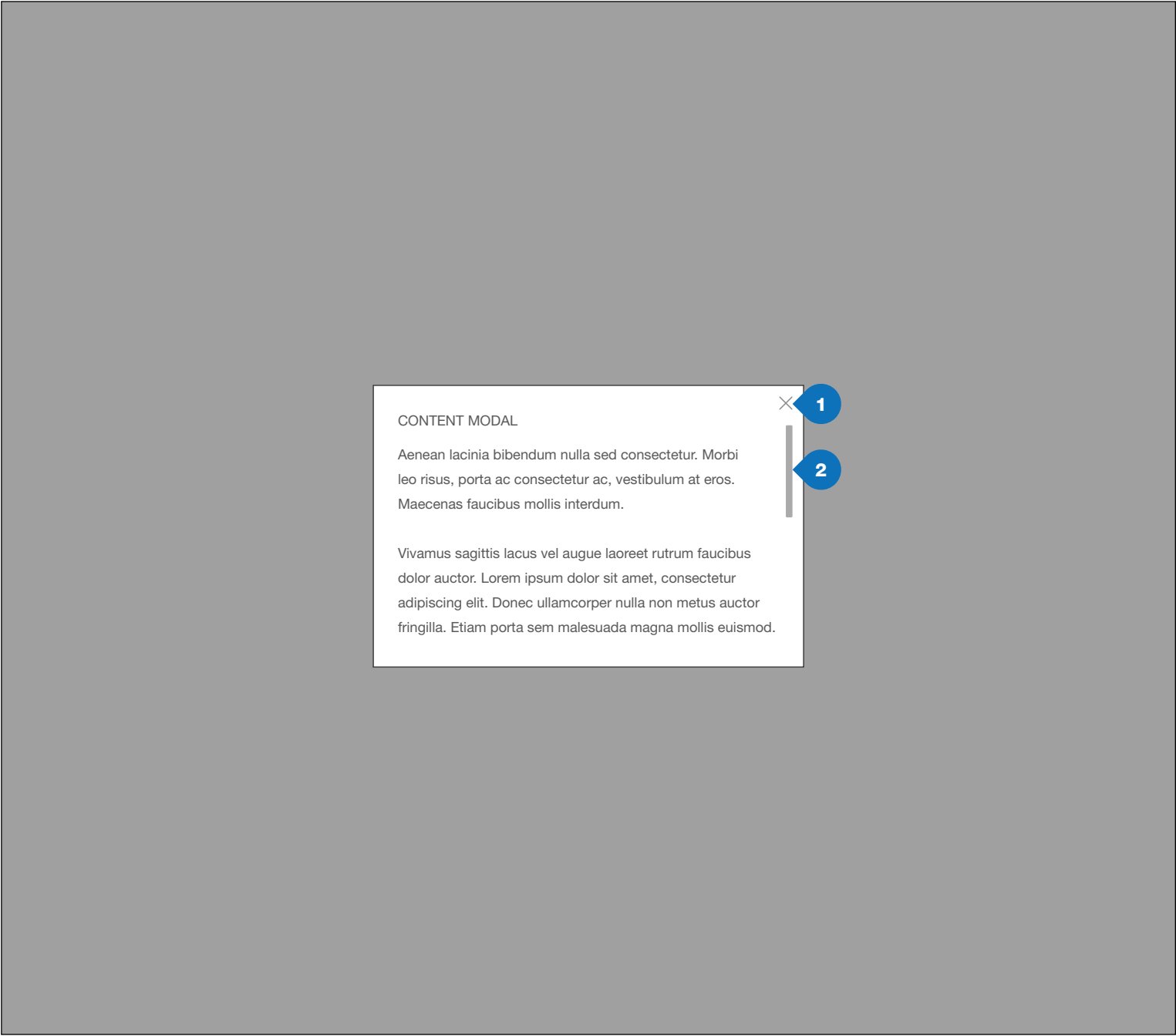
| FUSION: HELP MODULE — BUTTON LABEL FOR COLLAPSED STATE     |   |   |         |                            |                              |                                                |                                            |                |                          |        |                                                                        |
|------------------------------------------------------------|---|---|---------|----------------------------|------------------------------|------------------------------------------------|--------------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------|
| D                                                          | T | M | ELEMENT | COPY                       | COPY (SPANISH)               | ADA                                            | ADA (SPANISH)                              | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                  |
|                                                            |   |   | Button  | Help                       | Ayuda                        | Open Help information.                         | Abrir información de Ayuda.                |                |                          |        | Conditional: Help Module on Process Pages in collapsed state.          |
|                                                            |   |   | Button  | Close                      | Cerrar                       | Close Help information.                        | Cerrar información de Ayuda.               |                |                          |        | Conditional: Help Module on Process Pages in expanded state.           |
|                                                            |   |   | Link    | More Help & Contact        | Más Ayuda y Contacto         | Get more help and contact information.         | Obtén más ayuda e información de contacto. |                |                          |        | Links to “Help & Contact” page.                                        |
| FUSION: HELP MODULE — FAQ MODULE HEADER FOR EXPANDED STATE |   |   |         |                            |                              |                                                |                                            |                |                          |        |                                                                        |
| D                                                          | T | M | ELEMENT | COPY                       | COPY (SPANISH)               | ADA                                            | ADA (SPANISH)                              | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                  |
|                                                            |   |   | Heading | Frequently Asked Questions | Preguntas frecuentes         |                                                |                                            |                |                          |        |                                                                        |
|                                                            |   |   | Button  | Close                      | Cerrar                       | Close this list of Frequently Asked Questions. | Cerrar esta lista de Preguntas Frecuentes. |                |                          |        | Appears once at the top and once at the bottom of the expanded section |
|                                                            |   |   |         |                            |                              |                                                |                                            |                |                          |        | Reference FAQ Library for specific FAQ copy                            |
| FUSION: HELP UPDATES — CHAT AND SECURE MESSAGE COMPONENTS  |   |   |         |                            |                              |                                                |                                            |                |                          |        |                                                                        |
| D                                                          | T | M | ELEMENT | COPY                       | COPY (SPANISH)               | ADA                                            | ADA (SPANISH)                              | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                  |
|                                                            |   |   | Button  | Chat with an Associate     | Chatear con un representante |                                                |                                            |                |                          |        | Conditional content that appears if chat is online.                    |
|                                                            |   |   | Image   | [Message Icon]             | [Message Icon]               | Decorative icon. No alt tag needed.            |                                            |                |                          |        |                                                                        |
|                                                            |   |   | Button  | Send Secure Message        | Enviar un mensaje seguro     |                                                |                                            |                |                          |        |                                                                        |



Fusion 7 White Label Standard

# Content Modal Module

## Wireframe: Content Modal Module, Large View



### Page Notes

Module Type: Transactional Module

The Content Modal Module is used whenever a content-only modal is needed. Interactions are consistent across all breakpoints.

### Interaction Notes

| Key | Element            | Action                                  | Notes                                                                                                                                                                                                        |
|-----|--------------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Close Button       | onClick dismisses the modal             | Clicking anywhere outside the modal closes it as well                                                                                                                                                        |
| 2   | Conditional Scroll | Content scrolls within the modal window | Only applicable on M, L and XL breakpoints. Appears only if content exceeds the length of the modal window.<br><br>Modal window will fit the length of the content without scrolling on S and XS breakpoints |

| FUSION REGISTRATION: CONTENT MODAL MODULE, EMAIL ADDRESS POLICY |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        |       |
|-----------------------------------------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
| D                                                               | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                               | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                                 |   |   | Heading | Email Address Policy                                                                                                                                                                                                                                                                                                                                                                                               | Normas sobre la Dirección de Email                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |       |
|                                                                 |   |   | Text    | Email Privacy<br>At Citi Cards, we are dedicated to protecting your privacy. We want you to feel comfortable about giving us your email address. The following Email Policy was developed to help you understand how we use email and what your choices are.                                                                                                                                                       | Privacidad del Email<br>En Citi Cards, nos dedicamos a proteger su privacidad. Queremos que se sienta cómodo al proporcionarnos su dirección de email. Las siguientes Normas sobre el Email fueron elaboradas para ayudarle a entender de qué modo usamos el email y cuáles son sus opciones.                                                                                                                                                                                         |     |               |                |                          |        |       |
|                                                                 |   |   | Text    | How We Use Email<br>When you give us your email address, we may then send you emails on a variety of subjects, such as:<br>· General notices or important news about your account (rest assured your account number would never be included)<br>· Updates on special deals and offers that might interest you<br>· Opportunities to provide feedback or complete online surveys, so you can tell us what you think | Cómo usamos el email<br>Cuando usted nos proporciona su dirección de email, podemos enviarle emails sobre diversos temas, como por ejemplo:<br>· Avisos generales o noticias importantes sobre su cuenta (tenga la tranquilidad de que nunca se incluirá su número de cuenta)<br>· Información actualizada sobre beneficios y ofertas que podrían interesarle<br>· Oportunidades para que nos proporcione comentarios o complete encuestas en línea, para que pueda darnos su opinión |     |               |                |                          |        |       |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|--|--|--|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | <p>Your Choices</p> <p>We believe you should be able to choose what kinds of information you receive. Thus, if you do not want to receive marketing material by email, just indicate your preference on your email profile. If you do so, please note that you could continue to receive some marketing information until your request is processed. Important Note: Please keep in mind that Citi reserves the right to continue to notify you by email regarding your account.</p> | <p>Sus opciones</p> <p>Creemos que usted debe poder elegir qué tipos de información recibe. Por eso, si no desea recibir material de mercadeo por email, sólo indique su preferencia en su perfil de email. Si lo hace, tenga en cuenta que podría seguir recibiendo información de mercadeo hasta que se procese su solicitud. Nota importante: Tenga en cuenta que Citi se reserva el derecho de continuar notificándole por email con respecto a su cuenta.</p>                                                                                     |  |  |  |  |  |  |
|  |  |  | Heading | User ID and Password Guidelines                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Pautas para la Identificación de Usuario y Contraseña                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |  |
|  |  |  | Text    | <p>The perfect secure password is easy to remember, but difficult for outsiders to guess. Keep these tips in mind when creating your User ID and Password.</p>                                                                                                                                                                                                                                                                                                                       | <p>La contraseña segura ideal es fácil de recordar, pero difícil de adivinar para los extraños. Ten estos consejos presentes al crear tu Identificación de Usuario y Contraseña.</p>                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
|  |  |  | Text    | <p>You should:</p> <ul style="list-style-type: none"><li>• Review the current Citibank Vulgar Language Policy.</li><li>• Make your User ID and Password two distinct entries.</li><li>• Make your User ID and Password different from the Security Word you provided when you applied for your card.</li><li>• Use phrases that combine spaces and words (i.e., “An apple a day”). NOTE: 1 space only between each word or character.</li></ul>                                      | <p>Deberías:</p> <ul style="list-style-type: none"><li>• Revisar las Normas de Citibank sobre el uso de Lenguaje Obsceno vigentes.</li><li>• Hacer que tu Identificación de Usuario y Contraseña sean dos entradas distintas.</li><li>• Hacer que tu Identificación de Usuario y tu Contraseña sean diferentes de la Palabra de Seguridad que proporcionaste cuando solicitaste tu tarjeta.</li><li>• Usar frases que combinen espacios y palabras (por ejemplo, “Una manzana por día”). NOTA: Sólo 1 espacio entre cada palabra o carácter.</li></ul> |  |  |  |  |  |  |

|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |  |
|--|--|--|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|
|  |  |  | Text | <p>You should not:</p> <ul style="list-style-type: none"><li>• Use your name.</li><li>• Use multiple consecutive spaces.</li><li>• Use a single word that can be found in the dictionary.</li><li>• Use something readily identifiable, such as your name, birthday, spouse or child’s name, Social Security Number, phone number or street address. These can be traced directly to you and are easy for potential hackers to guess.</li><li>• Use letters or numbers that are near each other on the keyboard (i.e. hjkl;) or appear in a logical sequence (i.e. 123456 or abcdefg).</li><li>• Share your information with anyone — ever.</li></ul> | <p>No deberías:</p> <ul style="list-style-type: none"><li>• Usar tu nombre.</li><li>• Usar múltiples espacios consecutivos.</li><li>• Usar una sola palabra que puede encontrarse en el diccionario.</li><li>• Usar algo que pueda identificarte rápidamente, como tu nombre, día de cumpleaños, nombre de tu cónyuge o hijo, Número de Seguro Social, número de telefónico o dirección. Estos datos pueden llevar directamente a ti y son fáciles de adivinar para los posibles hackers.</li><li>• Usar letras o números que estén cerca entre sí en el teclado (por ejemplo, hjkl;) o que aparezcan en una secuencia lógica (por ejemplo, 123456 o abcdefg).</li><li>• Compartir tu información con nadie, nunca.</li></ul> |  |  |  |  |  |  |  |
|--|--|--|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|

|                                                |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |     |               |                |                          |        |                                                                                                                                                                                                                                                      |
|------------------------------------------------|---|---|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                |   |   | Text    | <p>Need more suggestions? Have some fun and try one of these formulas:</p> <ul style="list-style-type: none"><li>• Choose a meaningful phrase with 6-8 words in it (e.g. we bought our home 9 years ago) and take the first character of each word to make your password: wboh9ya.</li><li>• Insert two digits into a word (e.g. Decem51ber).</li><li>• Replace the vowels or other letters in a short phrase with numbers or other characters.</li><li>• Misspell a word, drop some letters, add other characters, or make up crazy words using symbols instead of vowels or consonants.</li><li>• Drop the vowels in a long word (e.g. ‘corporation’ would be crptn). Even better, add some numbers (e.g. 2crptn9).</li></ul> | <p>¿Necesitas más sugerencias? Diviértete y prueba alguna de las siguientes fórmulas:</p> <ul style="list-style-type: none"><li>• Elige una frase significativa con 6 a 8 palabras (por ejemplo, compramos nuestra casa hace 9 años), y toma el primer carácter de cada palabra para formar tu contraseña: cnch9a.</li><li>• Inserta dos dígitos en una palabra (por ejemplo, Diciem51e).</li><li>• Reemplaza las vocales u otras letras en una frase corta por números u otros caracteres.</li><li>• Escribe mal una palabra, quita algunas letras, agrega otros caracteres o crea palabras locas usando símbolos en lugar de vocales o consonantes.</li><li>• Quita las vocales de una palabra larga (por ejemplo, “corporación” sería crprcn). Mejor aún, agrega algunos números (por ejemplo, 2crprcn9).</li></ul> |     |               |                |                          |        |                                                                                                                                                                                                                                                      |
| POLICY MODAL, PAPERLESS LETTERS AND STATEMENTS |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |     |               |                |                          |        |                                                                                                                                                                                                                                                      |
| D                                              | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                |
|                                                |   |   | Heading | Paperless Terms & Conditions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Términos y condiciones del programa Paperless                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |               |                |                          |        |                                                                                                                                                                                                                                                      |
|                                                |   |   | Text    | To enroll in paperless for this credit account, start by reading the terms and conditions below. You are agreeing to receive your statements electronically only and legal notices (as available) electronically only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Para inscribirse en el Programa Paperless para esta cuenta de crédito, comience por leer los términos y condiciones a continuación. Al hacer clic en CONFIRMAR a continuación, usted acepta recibir sus estados de cuenta en forma electrónica únicamente y los avisos legales (según estén disponibles) en forma electrónica únicamente.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        | Note to legal: For this instance of the Paperless T&C, the modal is access by clicking a link and does not include the Cancel and Confirm call to action buttons. As such, the clause, “By clicking CONFIRM below,...” was deleted in this instance. |



|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Heading | Enrollment in Credit Card Paperless Statements and Letters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Inscripción en los Programas Paperless Statements y Letters para tarjetas de crédito                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |
|  |  |  | Text    | <p>We send cardmembers various types of legal notices, including notices of increases or decreases in credit lines, privacy notices, account updates and statements. Currently, we can provide some of these legal notices, including statements, electronically. We are working towards being able to provide all of these legal notices electronically. When we are able to provide all legal notices electronically, we will notify you by email. In the meantime, if you choose to receive legal notices electronically, you will need to monitor both your U.S. postal mailbox and your email inbox for legal notices.</p> <p>To receive your legal notices electronically, your computer must be capable of printing or storing email, web pages and documents in PDF format and your browser must meet minimum system requirements.</p> | <p>Les enviamos a los tarjetahabientes varios tipos de avisos legales, incluidos avisos de aumentos o disminuciones en las líneas de crédito, avisos de privacidad, información actualizada sobre la cuenta y estados de cuenta. Actualmente, podemos proporcionar algunos de estos avisos legales, incluidos los estados de cuenta, en forma electrónica. Estamos trabajando para poder proporcionar todos estos avisos legales en forma electrónica. Cuando podamos proporcionar todos los avisos legales en forma electrónica, te lo notificaremos por correo electrónico. Mientras tanto, si opta por recibir los avisos legales en forma electrónica, deberá controlar tanto su buzón de correo postal de los EE.UU. como su bandeja de entrada de correo electrónico para verificar si contienen avisos legales.</p> |  |  |  |  |  |  |
|  |  |  | Heading | Minimum System Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Requisito mínimo del sistema                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|  |  |  | Text    | <p>Your privacy and security are important to us. That’s why we require you to use a browser with 128-bit security encryption to proceed with your application. This protection helps to ensure that the information you send and receive will remain confidential.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Su privacidad y seguridad son importantes para nosotros. Es por eso que le solicitamos que utilice un explorador con una codificación de seguridad de 128 bits para seguir adelante con su solicitud. Esta protección ayuda a garantizar que la información que envíe y reciba se mantenga con carácter confidencial.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|  |  |  | Heading | Getting Paper Copies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Obtener copias impresas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |  |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |                                                                                                                                                                                                                                                |
|--|--|--|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Text    | If you choose to receive legal notices and statements electronically and then want a paper notice, call us at the number on the back of your card and we will mail it to you.                                                                                                                                                                                                  | Si opta por recibir avisos legales y estados de cuenta en forma electrónica y luego desea obtener un aviso impreso, llámenos al número que figura al dorso de su tarjeta y se lo enviaremos por correo.                                                                                                                                                                                                                       |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Heading | Cancelling Paperless Statements and Letters                                                                                                                                                                                                                                                                                                                                    | Cancelación de los Programas Paperless Statements y Letters                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Text    | You may cancel in Account Online or by calling us at the number on the back of your card.                                                                                                                                                                                                                                                                                      | Puede cancelar el servicio en Account Online o llamándonos al número de teléfono que figura al dorso de su tarjeta.                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Heading | Updating Email Address                                                                                                                                                                                                                                                                                                                                                         | Actualización de su dirección de email                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Text    | We'll send notifications regarding the availability of your statement online and legal notices to that address until you contact us to change it. It is your responsibility to update promptly any changes in this information. If your email address changes, please update it in Account Online or call us at the number on the back of your card.                           | Le enviaremos notificaciones con respecto a la disponibilidad de su estado de cuenta en línea y de los avisos legales a esa dirección hasta que usted se comunique con nosotros para que la cambiemos. Es su responsabilidad actualizar de inmediato cualquier cambio en esta información. Si su dirección de email cambia, actualícela en Account Online o llámenos al número de teléfono que figura al dorso de su tarjeta. |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Heading | Credit Card Paperless Statements and Letters Authorization                                                                                                                                                                                                                                                                                                                     | Autorización para los Programas Paperless Statements y Letters para Tarjetas de Crédito                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |                                                                                                                                                                                                                                                |
|  |  |  | Text    | I agree to receive my billing statements and other legal notices electronically as available. I understand that when I receive an electronic notice it will replace a paper copy. I also understand that I will need to check both my U.S. postal mailbox and email inbox for legal notices until you let me know by email that all legal notices will be sent electronically. | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |  |  |  | Note to legal: For this instance of the Paperless T&C, the modal is access by clicking a link and does not include the Cancel and Confirm call to action buttons. As such, the clause, "By clicking CONFIRM,..." was deleted in this instance. |



| POLICY MODAL, ALERTS TERMS AND CONDITIONS |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |               |                |                          |        |       |
|-------------------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
| D                                         | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                           |   |   | Heading | Alerts Terms and Conditions                                                                                                                                                                                                                                                                                                                                                                                                                                              | Términos y Condiciones de las Alertas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |       |
|                                           |   |   | Text    | The alerting service allows you to request and receive messages about your credit card account(s).                                                                                                                                                                                                                                                                                                                                                                       | El servicio de mensajes de alerta le permite solicitar y recibir mensajes sobre su(s) cuenta(s) de tarjeta de crédito.                                                                                                                                                                                                                                                                                                                                                                                                                                   |     |               |                |                          |        |       |
|                                           |   |   | Text    | Subject to the terms and conditions of your Internet service provider or mobile carrier, you may receive alerts from us via email sent to computers and/or mobile phones (supported by certain mobile phone carriers only), as well as text messages sent to your mobile phone. As a condition to using and receiving Account Alerts, you consent to receiving, from us, automatically dialed text messages on your mobile phone at the mobile phone number you provide. | Sujeto a los términos y condiciones de su proveedor de servicios de Internet o compañía de telefonía móvil, usted puede recibir alertas nuestras por email enviadas a computadoras y/o teléfonos móviles (admitidas sólo por ciertas compañías de telefonía móvil), así como mensajes de texto enviados a su teléfono móvil. Como condición para utilizar y recibir Mensajes de Alerta sobre la Cuenta, usted acepta recibir, de nosotros, mensajes de texto de marcado automático en su teléfono móvil al número de teléfono móvil que nos proporcione. |     |               |                |                          |        |       |
|                                           |   |   | Text    | Alerts are effective as soon as you set them up in Account Online. You accept that each alert may not be encrypted, and may include your name and information pertaining to your account(s).                                                                                                                                                                                                                                                                             | Las alertas entran en vigencia apenas las configura en Account Online. Usted acepta que es posible que cada alerta no esté cifrada, y puede incluir su nombre e información relacionada con su(s) cuenta(s).                                                                                                                                                                                                                                                                                                                                             |     |               |                |                          |        |       |

|                                                    |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |       |
|----------------------------------------------------|---|---|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
|                                                    |   |   | Text    | Receipt of each alert may be delayed, or prevented by factors affecting your Internet service provider, mobile carrier, and/ or other factors outside of our control. Neither we, nor our affiliates, will be liable for losses or damages arising from (a) non-delivery, delayed delivery, or misdirected delivery of an alert; (b) inaccurate or incomplete content in an alert; or (c) your use or reliance on the contents of any alert for any purposes. | La recepción de cada alerta puede demorarse o impedirse por factores que afecten a su proveedor de servicios de Internet, compañía de telefonía móvil y/u otros factores fuera de nuestro control. Ni nosotros, ni nuestras afiliadas, seremos responsables por pérdidas o daños que surjan de (a) falta de envío, envío demorado o envío mal dirigido de una alerta; (b) contenido inexacto o incompleto en una alerta, o (c) su uso o dependencia del contenido de una alerta con cualquier fin. |     |               |                |                          |        |       |
|                                                    |   |   | Text    | We reserve the right to terminate the alerting service, in whole or in part, at any time without notice. The information in any alert may be subject to certain time lags and/ or delays. The types and timing of your alerts will be managed by you, and the alerts may be stopped or suspended by you at any time.                                                                                                                                          | Nos reservamos el derecho de dar por finalizado el servicio de mensajes de alerta, en forma total o parcial, en cualquier momento, sin previo aviso. La información en una alerta puede estar sujeta a determinados retrasos y/o demoras. Los tipos y el momento en que se envíen las alertas serán manejados por usted, y usted podrá interrumpir o suspender las alertas en cualquier momento.                                                                                                   |     |               |                |                          |        |       |
|                                                    |   |   | Heading | Authorization                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Autorización                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        |       |
|                                                    |   |   | Text    | By enrolling in, or editing wireless alerts you previously enrolled in, you agree to the Terms and Conditions.                                                                                                                                                                                                                                                                                                                                                | Al inscribirse o editar las alertas inalámbricas en las que previamente se inscribió, usted acepta los Términos y Condiciones.                                                                                                                                                                                                                                                                                                                                                                     |     |               |                |                          |        |       |
| POLICY MODAL, ONLINE BILL PAY TERMS AND CONDITIONS |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |       |
| D                                                  | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                    |   |   | Heading | Online Bill Pay                                                                                                                                                                                                                                                                                                                                                                                                                                               | Pago de Facturas en Línea                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |               |                |                          |        |       |

|  |  |  |         |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|--|--|--|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | Note: No funds will be transferred at this time. Setting up Online Bill Payment authorizes your bank to transfer funds from your account only when you complete a payment request each month.                                                                                              | Nota: En este momento, no se transferirán fondos. Establecer el Pago de Facturas en Línea autoriza a su banco a transferir fondos de su cuenta sólo cuando usted completa una solicitud de pago cada mes.                                                                                                                              |  |  |  |  |  |  |
|  |  |  | Heading | Enrollment or Changing Bank Account                                                                                                                                                                                                                                                        | Inscripción o Cambio de Cuenta Bancaria                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |
|  |  |  | Text    | You can make an Online Payment once you enroll. Your payment will credit to your account as described in the paragraph titled “Same Day Crediting”. If you use a bank account for the first time, we may hold the available line of credit equal to the payment for up to 3 business days. | Usted puede realizar un Pago en Línea una vez que se inscribe. Su pago se acreditará en su cuenta tal como se describe en el párrafo titulado “Acreditación en el Mismo Día”. Si utiliza una cuenta bancaria por primera vez, podremos retener la línea de crédito disponible equivalente al pago durante un máximo de 3 días hábiles. |  |  |  |  |  |  |
|  |  |  | Heading | Payments                                                                                                                                                                                                                                                                                   | Pagos                                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |  |
|  |  |  | Text    | You can schedule or make up to 4 online payments to be made beyond your billing cycle, but only two payments per day. Payments may be made for an amount less than or equal to the current balance.                                                                                        | (Translation needed.)                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |  |
|  |  |  | Text    | If you do not make one Online Payment at least once every eighteen (18) months, you may have to re-register your bank account as though using it for the first time.                                                                                                                       | Si no realiza un Pago en Línea por lo menos una vez cada dieciocho (18) meses, es posible que deba volver a registrar su cuenta bancaria como si la estuviera usando por primera vez.                                                                                                                                                  |  |  |  |  |  |  |
|  |  |  | Text    | If a scheduled payment exceeds the current balance plus 7.5% at the time of execution, you agree that we will reduce the scheduled payment amount to the amount of your balance in full on your last statement.                                                                            | Si un pago programado excede el balance/saldo actual más 7.5% en el momento de la realización, usted acepta que reduciremos el monto del pago programado a la totalidad del monto de balance/saldo en su último estado de cuenta.                                                                                                      |  |  |  |  |  |  |
|  |  |  | Heading | Same Day Crediting                                                                                                                                                                                                                                                                         | Acreditación en el Mismo Día                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  |

|  |  |  |         |                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |
|--|--|--|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | The payment cutoff time for Online Bill and Phone Payments is midnight ET. This means we will credit your account as of the calendar day, based on Eastern Time, that we received your payment request.                                                                                                  | La hora de corte para el pago para Pagos Telefónicos y de Facturas en Línea es la medianoche, Hora del Este. Esto significa que acreditaremos el pago en su cuenta a partir del día calendario, Hora del Este, en que recibamos su solicitud de pago.                                                                                                          |  |  |  |  |  |  |
|  |  |  | Text    | Please Note: Any payment made on a weekend or holiday will be applied as of the day you make it. However, it will not be posted until the next business day. Your available credit will be updated and your payment account will be debited once your payment has posted.                                | Tenga en cuenta lo siguiente: Todo pago efectuado durante un fin de semana o en un día festivo se aplicará a partir del día en que lo realizaste. Sin embargo, no se registrará hasta el día hábil siguiente. Su crédito disponible se actualizará y su cuenta de pago se debitará una vez que su pago haya sido registrado.                                   |  |  |  |  |  |  |
|  |  |  | Text    | If we receive your request to make an online payment my midnight ET, we will credit your payment as of that day. If we receive your request to make an online payment after that time, we will credit your payment as of the next day.                                                                   | Si recibimos su solicitud para hacer un pago en línea a más tardar a la medianoche (Hora del Este), acreditaremos su pago ese mismo día. Si recibimos su solicitud para hacer un pago en línea después de esa hora, acreditaremos su pago al día siguiente.                                                                                                    |  |  |  |  |  |  |
|  |  |  | Text    | If any electronic payment is returned unpaid by your financial institution for any reason, we may charge, and you agree to pay, a returned payment fee. You may also be charged a late fee based on the terms and conditions of your Card Agreement. Subsequent scheduled payments may also be canceled. | Si su institución financiera devuelve un pago electrónico sin pagar por cualquier motivo, podemos cobrarle y usted acepta pagar un cargo por pago devuelto. También podremos cobrarle un cargo por demora sobre la base de los términos y condiciones de su Contrato de Tarjeta de Crédito. Los pagos programados subsiguientes también podrán ser cancelados. |  |  |  |  |  |  |
|  |  |  | Heading | Authorization                                                                                                                                                                                                                                                                                            | Autorización                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |

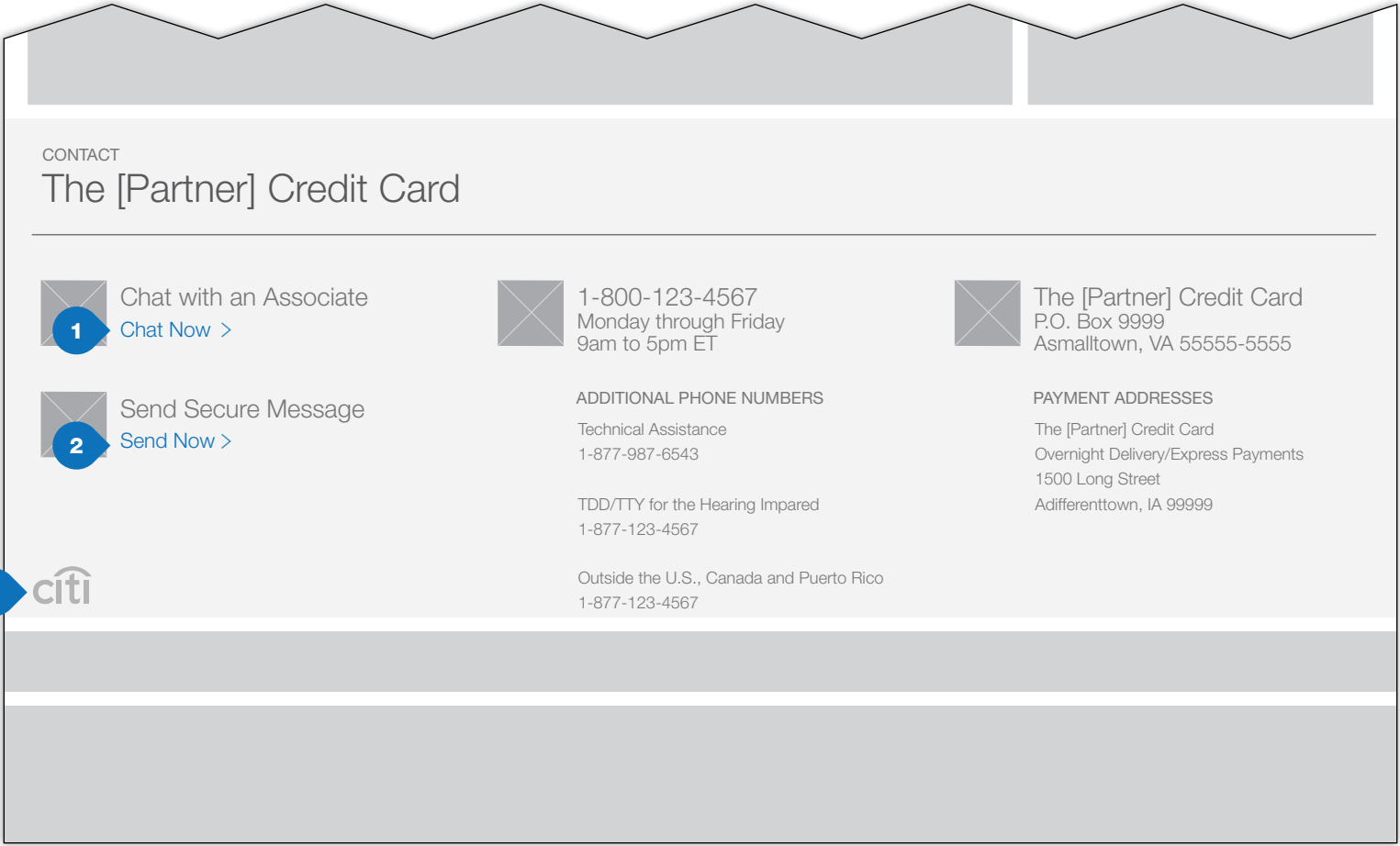
|                                                                |   |   |         |                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                   |                      |                       |                |                          |        |       |
|----------------------------------------------------------------|---|---|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------|----------------|--------------------------|--------|-------|
|                                                                |   |   | Text    | By authorizing Online Bill Pay, I authorize Citibank, N.A. to initiate an electronic payment from my bank account and I authorize my bank to honor the withdrawal. This authority is for the [Partner Name] account noted above and is to remain in effect until canceled in writing by Citibank, N.A., my financial institution, or me. | Al autorizar el Pago de Facturas en Línea, autorizo a Citibank, N.A., a iniciar un pago electrónico desde mi cuenta bancaria y autorizo a mi banco a aceptar el retiro. Esta autorización es para la cuenta de [Nombre del Socio] indicada arriba y deberá permanecer vigente hasta que Citibank, N.A., mi institución financiera o yo la cancelemos por escrito. |                      |                       |                |                          |        |       |
| FUSION REGISTRATION: CONTENT MODAL MODULE, MOBILE PHONE POLICY |   |   |         |                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                   |                      |                       |                |                          |        |       |
| D                                                              | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                     | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                    | ADA                  | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                                |   |   | Heading | Mobile Phone Policy                                                                                                                                                                                                                                                                                                                      | Normas sobre el Teléfono Móvil                                                                                                                                                                                                                                                                                                                                    |                      |                       |                |                          |        |       |
|                                                                |   |   | Text    | By giving us a cell number or a number later converted to a cell number, you agree that we or our service providers can contact you at that number by autodialer, recorded or artificial voice, or a text. Your phone plan charges may apply.                                                                                            | Al darnos un número de teléfono celular o un número que posteriormente convierta en un número de teléfono celular, usted acepta que nosotros o nuestros proveedores de servicios podemos llamarle a ese número utilizando un marcador automático, un mensaje pregrabado, voz artificial, o mensaje de texto. Pueden aplicarse cargos de su plan de teléfono.      |                      |                       |                |                          |        |       |
| CONTENT MODAL MODULE, CLOSE MODAL CONTROL                      |   |   |         |                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                   |                      |                       |                |                          |        |       |
| D                                                              | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                     | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                    | ADA                  | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                                |   |   | Link    | [Close Icon]                                                                                                                                                                                                                                                                                                                             | [Close Icon]                                                                                                                                                                                                                                                                                                                                                      | Close Content modal. | (Translation needed.) |                |                          |        |       |

Fusion 7 White Label Standard

# Contact Us Module



Wireframe: Contact Us Module, Large View



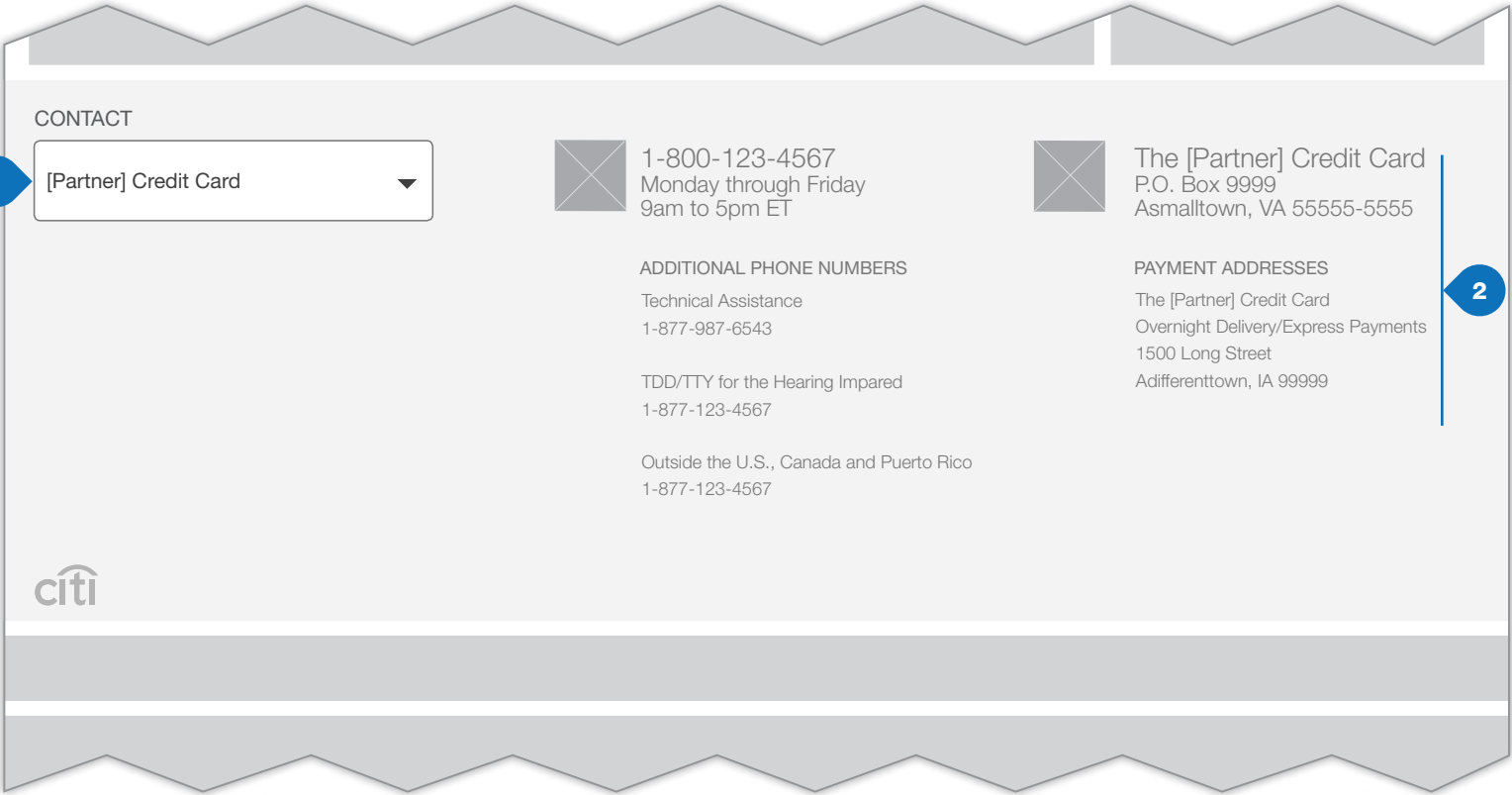
Page Notes

Module Type: Static Module

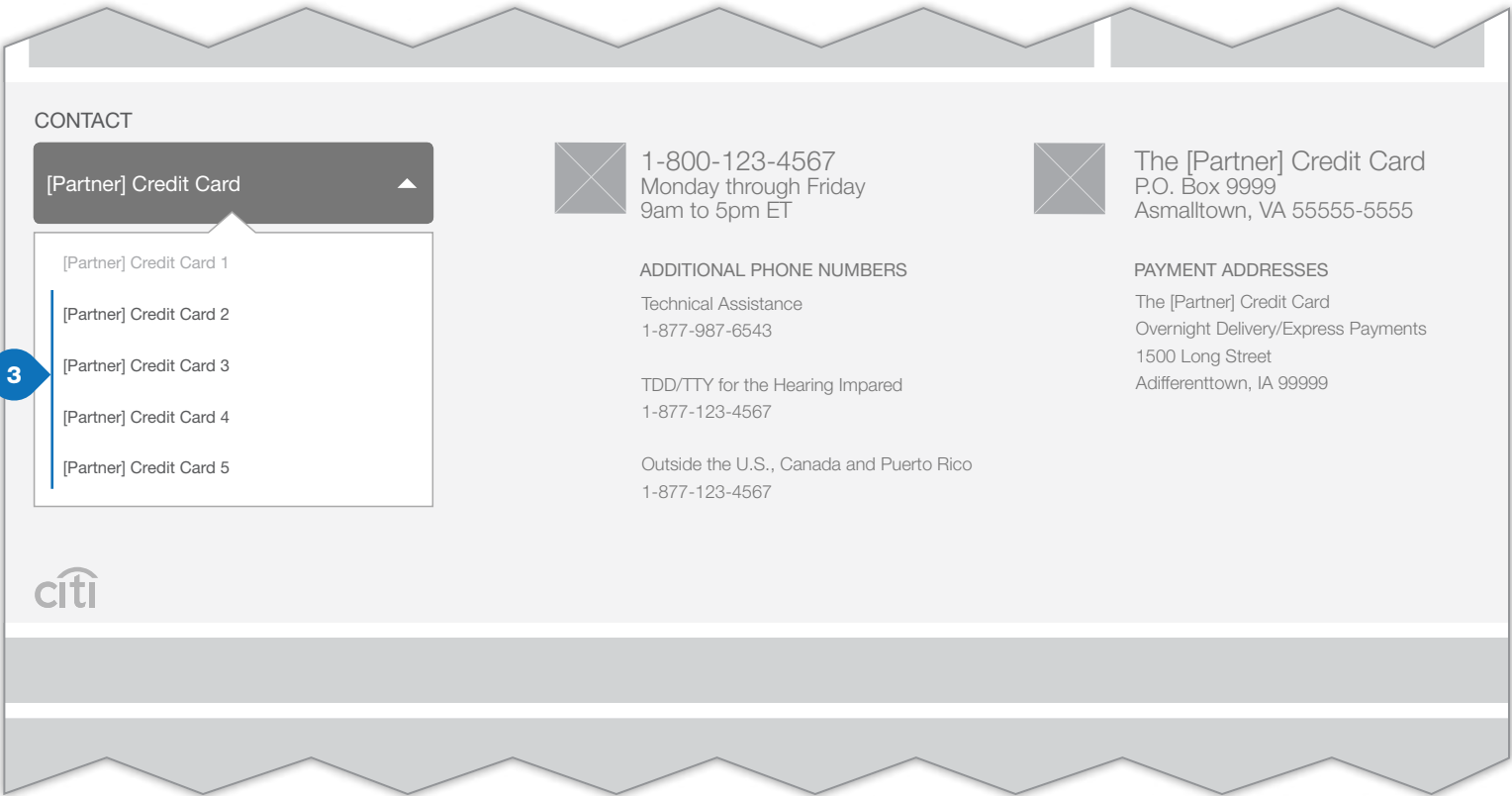
This is the Contact Us Module. The Chat Module does not appear in touch or mobile devices. If the module fails to load, displays Module Failure. Interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element       | Action                                       | Notes                                                                                                                                                                                                                                                  |
|-----|---------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Chat Now Link | onClick displays Chat in a new pop-up window | Conditional. The Chat Module does not appear in touch or mobile devices.<br><br>Conditional. Hide Chat Button after operating hours.<br><br>See <i>Wireframe: Menu Module</i> for location of Chat Icon at Medium, Small, and Extra Small breakpoints. |
| 2   | Send Now Link | onClick displays the New Message Module      | See <i>Wireframe: New Message Module - Large View</i>                                                                                                                                                                                                  |
| 3   | Citi Logo     | None                                         | Conditional content; appears based upon partner preference.                                                                                                                                                                                            |



Unauthenticated



Unauthenticated- Dropdown Expanded

Page Notes

Module Type: Informational Module

The Contact Us module for unauthenticated users displays a card by default. The user clicks the dropdown to expose the full list of cards. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element       | Action                                                                             | Notes                                                                  |
|-----|---------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| 1   | Card Dropdown | onClick expands or collapses the dropdown                                          |                                                                        |
| 2   | Contact Copy  | None                                                                               | Dynamic content. Displays partner specific phone numbers and addresses |
| 3   | Card Options  | onClick collapses the dropdown and displays the contact copy for the selected card | The card the user is currently viewing is visually indicated           |



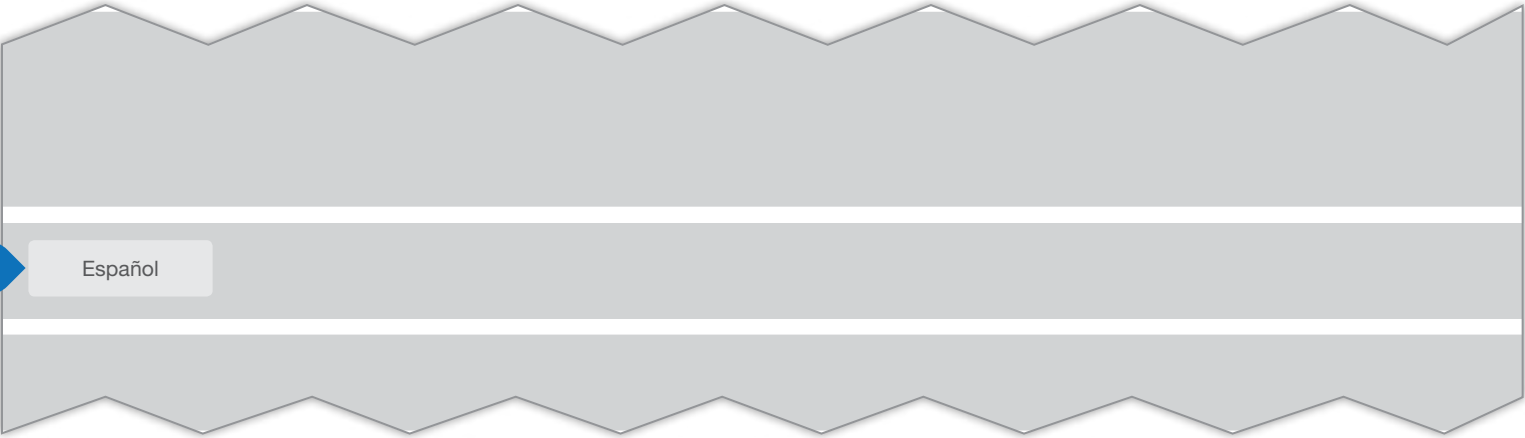
| FUSION: CONTACT MODULE |   |   |         |                                                                             |                                                                             |                      |                                |                |                          |        |                                                               |
|------------------------|---|---|---------|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------|----------------------|--------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------|
| D                      | T | M | ELEMENT | COPY                                                                        | COPY (SPANISH)                                                              | ADA                  | ADA (SPANISH)                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                         |
|                        |   |   | Heading | CONTACT                                                                     | CONTACTO                                                                    |                      |                                |                |                          |        |                                                               |
|                        |   |   | Heading | [Card/Program Name]                                                         | [Card/Program Name]                                                         |                      |                                |                |                          |        |                                                               |
|                        |   |   | Text    | Chat with an Associate                                                      | Chatear con un representante                                                |                      |                                |                |                          |        | Conditional content. Appears is Chat functionality is online. |
|                        |   |   | Link    | Chat Now >                                                                  | Chatear ahora >                                                             |                      |                                |                |                          |        | Conditional content. Appears is Chat functionality is online. |
|                        |   |   | Text    | Send Secure Message                                                         | (Translation needed.)                                                       |                      |                                |                |                          |        |                                                               |
|                        |   |   | Link    | Send Now >                                                                  | (Translation needed.)                                                       |                      |                                |                |                          |        |                                                               |
|                        |   |   | Text    | [Customer Service Phone Number]                                             | [Customer Service Phone Number]                                             | Contact us by phone. | Contáctanos por teléfono.      |                |                          |        | Customer Service Number                                       |
|                        |   |   | Text    | [Day] through [Day] [HH a.m.] to [HH p.m.] [TZ]                             | [Day] through [Day] [HH a.m.] to [HH p.m.] [TZ]                             |                      |                                |                |                          |        |                                                               |
|                        |   |   | Text    | ADDITIONAL PHONE NUMBERS                                                    | NÚMEROS DE TELÉFONO ADICIONALES                                             |                      |                                |                |                          |        |                                                               |
|                        |   |   | Link    | + ADDITIONAL PHONE NUMBERS                                                  | + NÚMEROS DE TELÉFONO ADICIONALES                                           |                      |                                |                |                          |        |                                                               |
|                        |   |   | Heading | Technical Assistance                                                        | Asistencia Técnica                                                          |                      |                                |                |                          |        |                                                               |
|                        |   |   | Text    | [Technical Assistance Phone Number]                                         | [Technical Assistance Phone Number]                                         |                      |                                |                |                          |        |                                                               |
|                        |   |   | Heading | TDD/TTY for the Hearing Impaired                                            | TDD/TTY para Personas con Deficiencias Auditivas                            |                      |                                |                |                          |        |                                                               |
|                        |   |   | Text    | [TDD/TTY Phone Number]                                                      | [TDD/TTY Phone Number]                                                      |                      |                                |                |                          |        |                                                               |
|                        |   |   | Heading | Outside the U.S., Canada and Puerto Rico, Call Collect                      | Fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al     |                      |                                |                |                          |        |                                                               |
|                        |   |   | Text    | [Outside the US Phone number]                                               | [Outside the US Phone number]                                               |                      |                                |                |                          |        |                                                               |
|                        |   |   | Text    | [Card/Program Name]<br>[Address Line One]<br>[Address Line Two]             | [Card/Program Name]<br>[Address Line One]<br>[Address Line Two]             | Contact us by mail.  | Contáctanos por correo postal. |                |                          |        |                                                               |
|                        |   |   | Text    | PAYMENT ADDRESSES                                                           | DIRECCIONES DE PAGO                                                         |                      |                                |                |                          |        |                                                               |
|                        |   |   | Link    | + PAYMENT ADDRESSES                                                         | + DIRECCIONES DE PAGO                                                       |                      |                                |                |                          |        |                                                               |
|                        |   |   | Text    | [Card/Program Name]<br>Payments<br>[Address Line One]<br>[Address Line Two] | [Card/Program Name]<br>Payments<br>[Address Line One]<br>[Address Line Two] |                      |                                |                |                          |        |                                                               |

|  |  |  |       |                                                                                                        |                                                                                                        |  |  |  |  |  |                                                      |
|--|--|--|-------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|--|--|--|--|--|------------------------------------------------------|
|  |  |  | Text  | [Card/Program Name]<br>Overnight Delivery/Express Payments<br>[Address Line One]<br>[Address Line Two] | [Card/Program Name]<br>Overnight Delivery/Express Payments<br>[Address Line One]<br>[Address Line Two] |  |  |  |  |  |                                                      |
|  |  |  | Image | [Citi Logo]                                                                                            | [N/A]                                                                                                  |  |  |  |  |  | Conditional Element,<br>Optional per partner request |

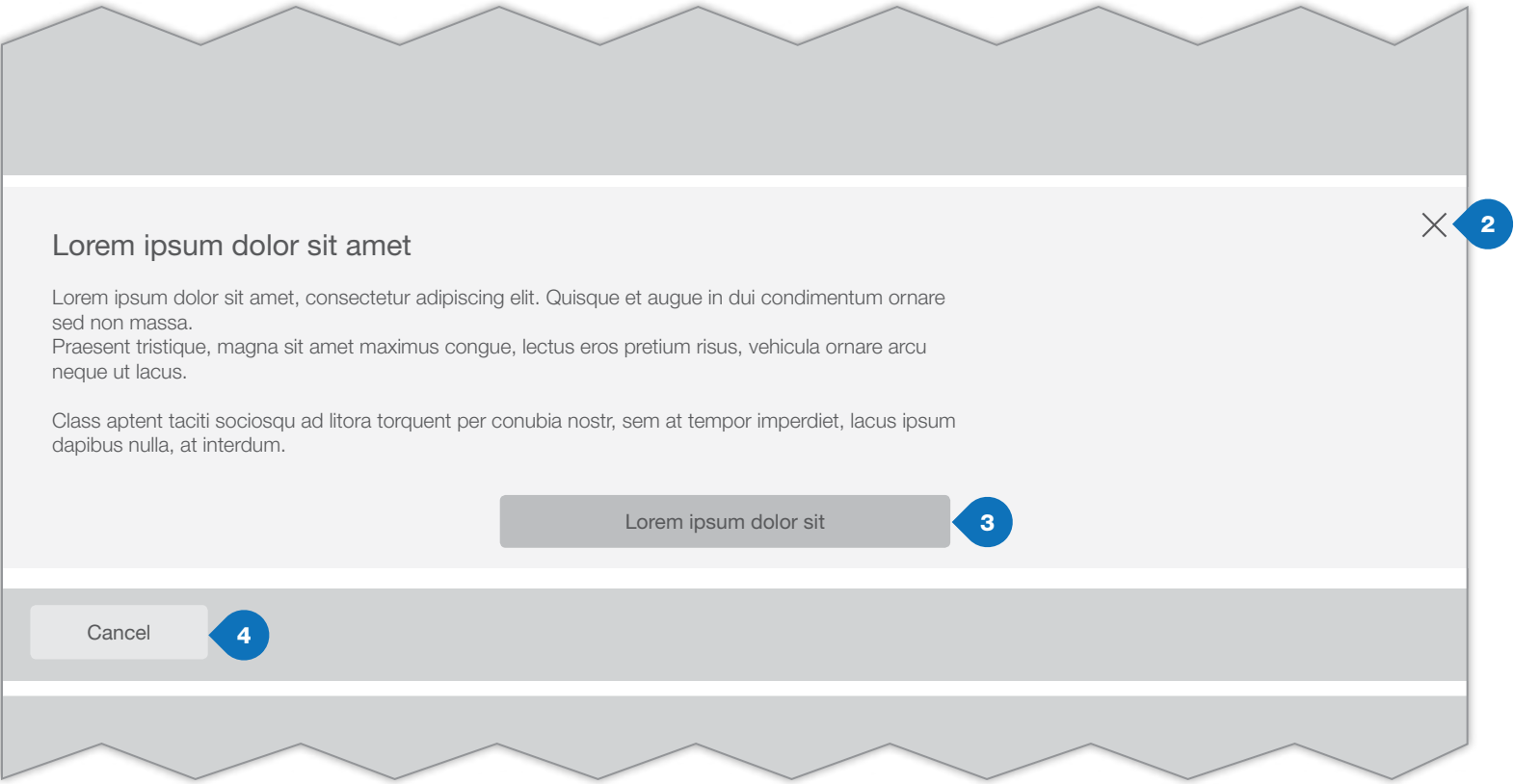
Fusion 7 White Label Standard

# Language Selector Module

## Wireframe: Language Selector Module, Large View



Large View - Default, Global



Large View - Edit Language, Global

### Page Notes

Module Type: Transactional Module

This is the Language Selector within the Footer Module. Content is displayed in the language that the user is switching to. If the module fails to load, displays Module Failure. Interactions are consistent across all breakpoints.

If user toggles language, using the language selector in the footer, do not interdict the user with the Unsaved Changes Modal. This includes Process, Profile and Manage Account pages.

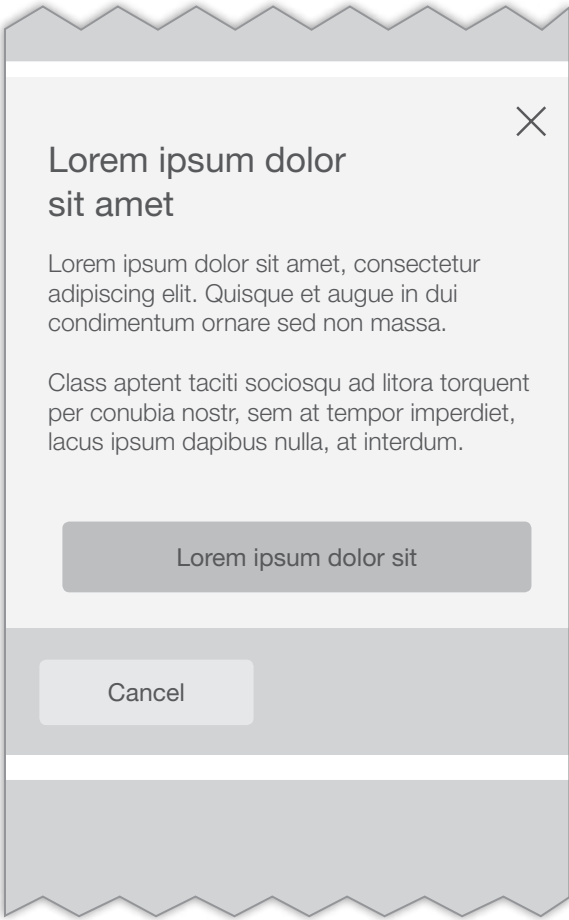
### Interaction Notes

| Key | Element                           | Action                                                                   | Notes                                                                                             |
|-----|-----------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 1   | Language Button                   | onClick expands the Update Your Language Preference drawer               | Button is conditional (hidden) on all process pages that come after the initial step of the flow. |
| 2   | “X” Button                        | onClick discards changes, closes drawer and returns to default state     |                                                                                                   |
| 3   | Change Language Preference Button | onClick language update occurs immediately and saves Language Preference |                                                                                                   |
| 4   | Cancel Button                     | onClick discards changes, closes drawer and returns to default state     |                                                                                                   |

## Wireframe: Language Selector Module, Large View



Extra Small View - Default, Global



Extra Small View - Edit Language, Global

### Page Notes

Module Type: Transactional Module

This is the Language Selector within the Footer Module. Content displayed is in the language that the user is switching to. If the module fails to load, displays Module Failure. Interactions are consistent across all breakpoints.

| FUSION: LANGUAGE SELECTOR MODULE |   |   |         |                                                                                                              |                                                                                                                   |                                 |                                       |                |                          |        |                                                                                         |
|----------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------|
| D                                | T | M | ELEMENT | COPY                                                                                                         | COPY (SPANISH)                                                                                                    | ADA                             | ADA (SPANISH)                         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                   |
|                                  |   |   | Button  | [Close Icon]                                                                                                 | [Close Icon]                                                                                                      | Close language selector option. | Cerrar opción de selección de idioma. |                |                          |        |                                                                                         |
|                                  |   |   | Heading | (N/A, Spanish-only content)                                                                                  | Actualiza tu preferencia de idioma                                                                                |                                 |                                       |                |                          |        |                                                                                         |
|                                  |   |   | Text    | (N/A, Spanish-only content)                                                                                  | La actualización de tus preferencias de idioma modificará el idioma predeterminado para el sitio.                 |                                 | .                                     |                |                          |        |                                                                                         |
|                                  |   |   | Text    | (N/A, Spanish-only content)                                                                                  | La próxima vez que inicies sesión, el contenido del sitio aparecerá en español.                                   |                                 |                                       |                |                          |        |                                                                                         |
|                                  |   |   | Text    | (N/A, Spanish-only content)                                                                                  | Si deseas que tus estados de cuenta, cartas y comunicaciones se presenten en español, visita la página de Perfil. |                                 |                                       |                |                          |        |                                                                                         |
|                                  |   |   | Heading | Update Your Language Preference                                                                              | (N/A, English-only content)                                                                                       |                                 |                                       |                |                          |        |                                                                                         |
|                                  |   |   | Text    | Updating your language preferences will change the default language for the site.                            | (N/A, English-only content)                                                                                       |                                 |                                       |                |                          |        |                                                                                         |
|                                  |   |   | Text    | The next time you sign on, the site content will be presented in English.                                    | (N/A, English-only content)                                                                                       |                                 |                                       |                |                          |        |                                                                                         |
|                                  |   |   | Text    | If you want your statements, letters, and communications to be presented in English, visit the Profile page. | (N/A, English-only content)                                                                                       |                                 |                                       |                |                          |        |                                                                                         |
|                                  |   |   | Button  | Change Language Preference                                                                                   | Modificar preferencia de idioma                                                                                   |                                 |                                       |                |                          |        | Note: Update the placement of content once it has been translated.                      |
|                                  |   |   | Button  | Cancel                                                                                                       | Cancelar                                                                                                          | Close language selector option. | Cerrar opción de selección de idioma. |                |                          |        | Cancel button label appears for English users<br><br>Cancelar appears for Spanish users |



Fusion 7 White Label Standard

# Footer Module

## Wireframes: Authenticated & Unauthenticated State, Large, Medium & Extra Small Views



### Page Notes

Module Type: Static Module

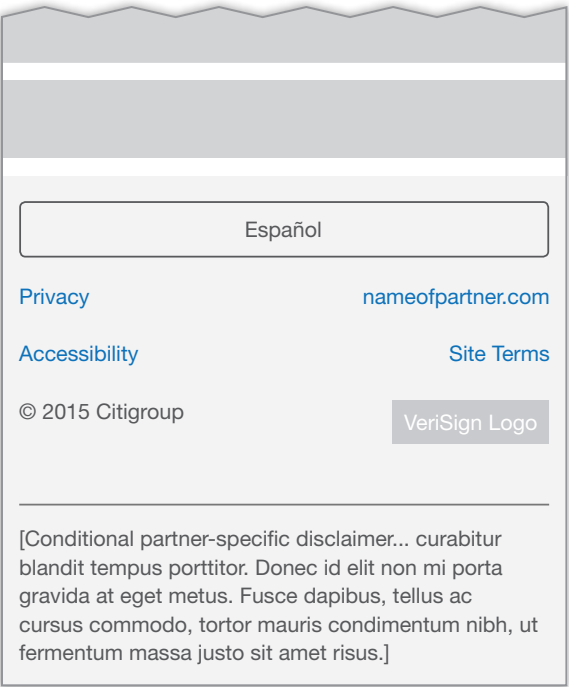
The footer includes the ability to change language as well as access to site terms, privacy and VeriSign information. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

### Interaction Notes

| Key | Element                   | Action                                                                | Notes                            |
|-----|---------------------------|-----------------------------------------------------------------------|----------------------------------|
| 1   | Language Selection Button | See Language Selection Module for interactions                        |                                  |
| 2   | Privacy Link              | onClick opens a new browser window and displays Privacy content       |                                  |
| 3   | Accessibility Link        | onClick opens a new browser window and displays Accessibility content |                                  |
| 4   | Site Terms Link           | onClick opens a new browser window and displays Site Terms content    |                                  |
| 5   | Partner Site Link         | onClick opens a speedbump modal window                                |                                  |
| 6   | Copyright                 | None                                                                  |                                  |
| 7   | VeriSign Logo             | onClick opens a new browser window and displays VeriSign page         |                                  |
| 8   | Conditional Copy          | None                                                                  | Partner-specific disclaimer copy |



## Wireframe: Footer Module, Extra Small View



### Page Notes

Module Type: Static Module

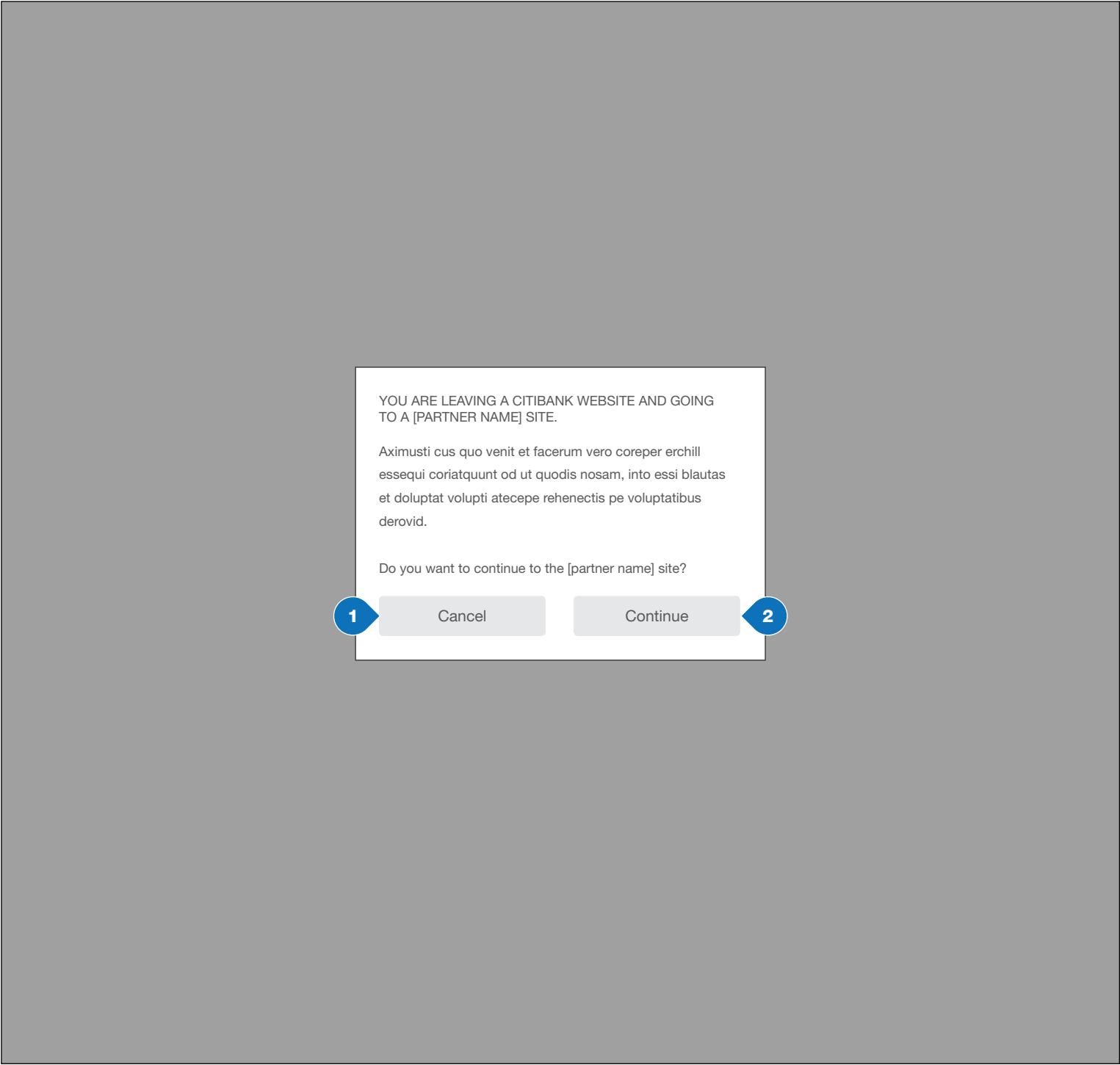
This is the updated Footer Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| FUSION: FOOTER MODULE |   |   |            |                                     |                                     |                             |                                         |                |                          |        |                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------|---|---|------------|-------------------------------------|-------------------------------------|-----------------------------|-----------------------------------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                     | T | M | ELEMENT    | COPY                                | COPY (SPANISH)                      | ADA                         | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                                                                                                            |
| 1                     |   |   | Link       | (N/A)                               | <a href="#">Español</a>             | (N/A)                       | Cambiar el sitio a español.             |                |                          |        | Language selector link when site is displayed in English.                                                                                                                                                                                                                                                                                        |
|                       |   |   | Link       | <a href="#">English</a>             | (N/A)                               | Switch site to English.     | (N/A)                                   |                |                          |        | Language selector link when site is displayed in Spanish.                                                                                                                                                                                                                                                                                        |
|                       |   |   | Link       | <a href="#">Accessibility</a>       | (Translation needed.)               |                             |                                         |                |                          |        | <a href="http://www.citigroup.com/canada/en/customer-information/accessibility.html">http://www.citigroup.com/canada/en/customer-information/accessibility.html</a>                                                                                                                                                                              |
| 3                     |   |   | Link       | <a href="#">Privacy</a>             | <a href="#">Privacidad</a>          | Link opens in a new window. | El enlace se abre en una ventana nueva. |                |                          |        |                                                                                                                                                                                                                                                                                                                                                  |
| 4                     |   |   | Link       | <a href="#">Site Terms</a>          | <a href="#">Términos del Sitio</a>  | Link opens in a new window. | El enlace se abre en una ventana nueva. |                |                          |        |                                                                                                                                                                                                                                                                                                                                                  |
| 5                     |   |   | Link       | <a href="#">[nameofpartner].com</a> | <a href="#">[nameofpartner].com</a> | Link opens in a new window. | El enlace se abre en una ventana nueva. |                |                          |        | Links to the appropriate partner “.com” website.                                                                                                                                                                                                                                                                                                 |
| 6                     |   |   | Text       | ©2015 Citigroup Inc.                | ©2015 Citigroup Inc.                |                             |                                         |                |                          |        |                                                                                                                                                                                                                                                                                                                                                  |
| 7                     |   |   | Image Link | <a href="#">[VeriSign Logo]</a>     | <a href="#">[VeriSign Logo]</a>     | Link opens in a new window. | El enlace se abre en una ventana nueva. |                |                          |        | Link opens in new browser window, with VeriSign page, found at:<br><br><a href="https://sealinfo.verisign.com/splash?form_file=fdf/splash.fdf&amp;type=GOLD&amp;sealid=1&amp;dn=www.citicards.com&amp;lang=en">https://sealinfo.verisign.com/splash?form_file=fdf/splash.fdf&amp;type=GOLD&amp;sealid=1&amp;dn=www.citicards.com&amp;lang=en</a> |
| 8                     |   |   | Text       | TBD                                 | A determinar                        |                             |                                         |                |                          |        | Placeholder for partner-specific legalese                                                                                                                                                                                                                                                                                                        |

Fusion 7 White Label Standard

# Speedbump Module

# Wireframe: Speedbump, Large View



## Page Notes

Module Type: Static Module

If the user has clicked the “Partner Site Link” within the footer they are presented with a speedbump in which they have to confirm that they want to go to the partner site. Content and interactions are consistent across all breakpoints.

## Interaction Notes

| Key | Element         | Action                                                                                    | Notes                                                        |
|-----|-----------------|-------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| 1   | Cancel Button   | onClick closes the modal window                                                           | User can click outside the modal window and close the window |
| 2   | Continue Button | onClick closes the modal window, opens a new browser window and displays the partner site | User remains signed on                                       |

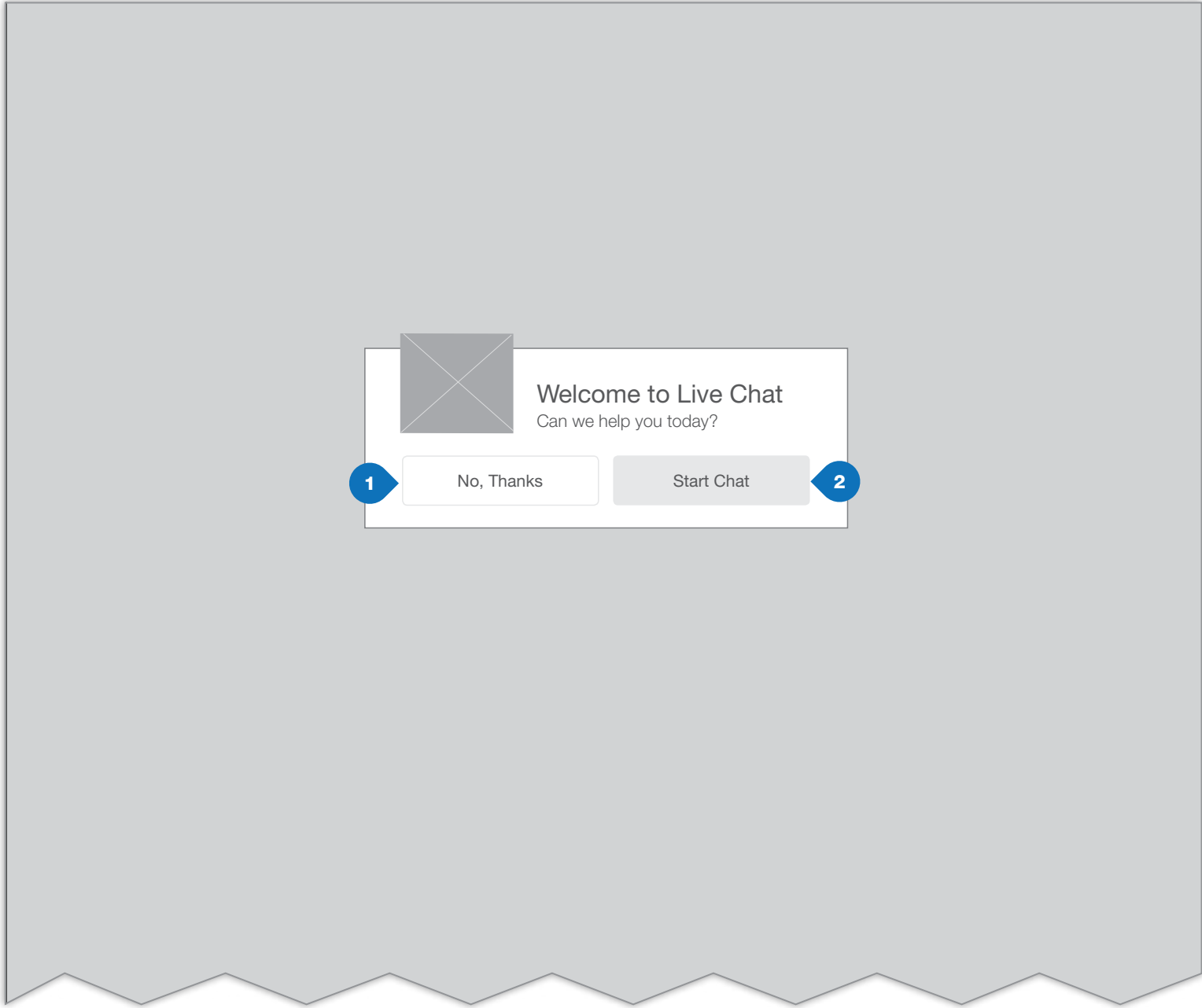
| FUSION: SPEEDBUMP MODULE |   |   |         |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                |     |               |                |                          |        |       |
|--------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
| D                        | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                                                                 | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                          |   |   | Heading | You Are Leaving a Citibank Website and Going to a [Partner Name] Site                                                                                                                                                                                                                | Estás saliendo de un website de Citibank e ingresando en un sitio de [Partner Name].                                                                                                                                                                                                                           |     |               |                |                          |        |       |
|                          |   |   | Text    | <p>That site may have a privacy policy and security that is different from this Citibank Website. Citibank and its affiliates are not responsible for the products, services, and content on the [partner name] site.</p> <p>Do you want to continue to the [partner name] site?</p> | <p>Es posible que ese website tenga una política de privacidad y seguridad diferente de la de este website de Citibank. Citibank y sus afiliados no son responsables por los productos, servicios y contenidos del website de [Partner Name].</p> <p>¿Deseas continuar hacia el website de [Partner Name]?</p> |     |               |                |                          |        |       |
|                          |   |   | Button  | Cancel                                                                                                                                                                                                                                                                               | Cancelar                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        |       |
|                          |   |   | Button  | Continue                                                                                                                                                                                                                                                                             | Continuar                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        |       |

Fusion 7 White Label Standard

# Chat Activity Module



# Wireframe: Chat Activity Module - Proactive, Large View



## Page Notes

Credit Module Type: Transactional

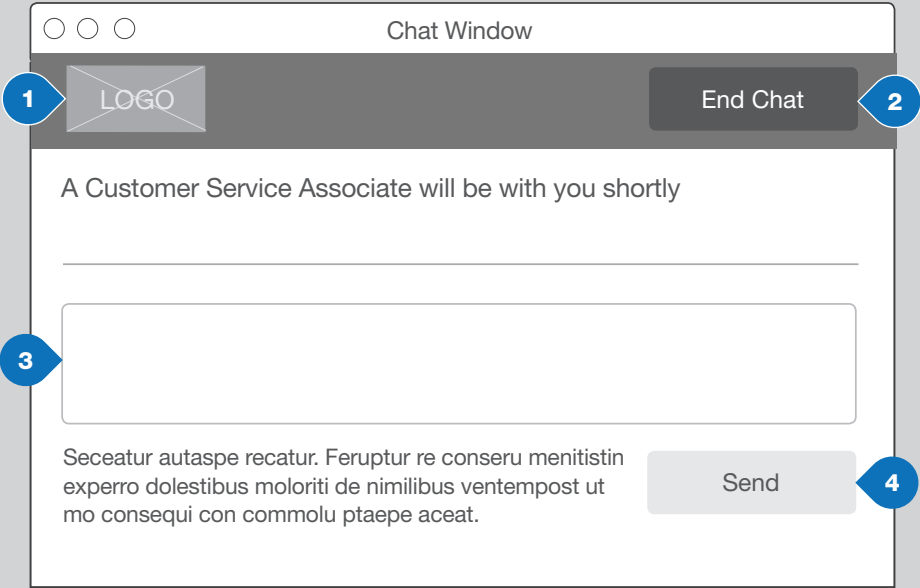
This is the Proactive view of the Chat Activity module. The Chat Module does not appear in touch or mobile devices.

Proactive Chat is conditional and appears based on assigned algorithm and partner.

## Interaction Notes

| Key | Element           | Action                                                                                     | Notes                                                  |
|-----|-------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------|
| 1   | No, Thanks Button | onClick dismisses popup                                                                    | Refer to algorithm for reoccurrence rules.             |
| 2   | Start Chat Button | onClick displays Chat in new browser window - conditional based on user's browser settings | See <i>Wireframe: Chat Activity Module, Large View</i> |

## Wireframe: Chat Activity Module - Wait



### Page Notes

Credit Module Type: Transactional

This is the Wait View of the Chat Activity module. This module is conditional and may not appear if there is no wait time.

The Chat Module does not appear in touch or mobile devices.

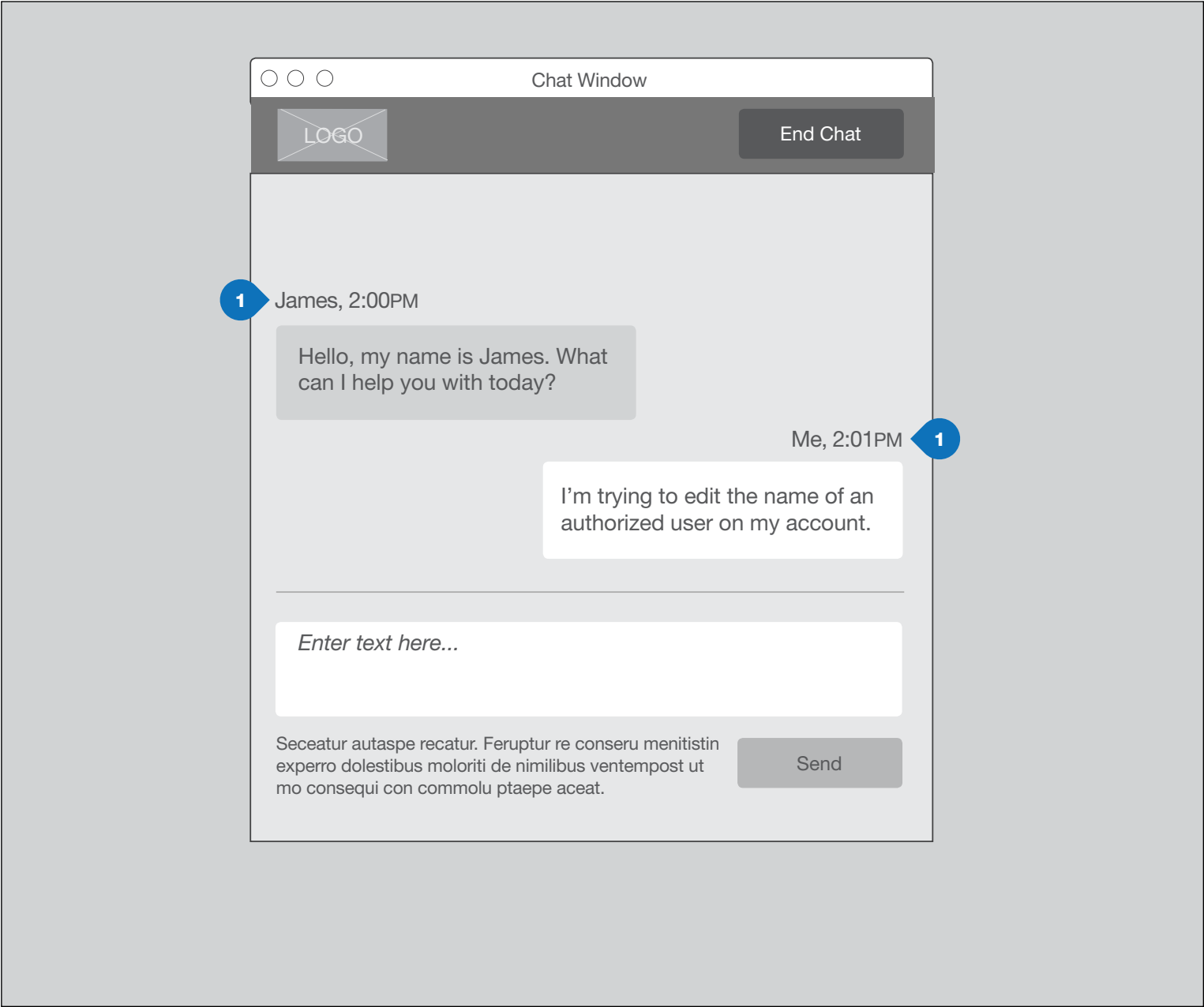
If the user is chatting, it will be visually indicated. If user navigates off Chat in the initiating browser window, clicking on the Chat icon brings the Chat window to front.

### Interaction Notes

| Key | Element                 | Action                                                    | Notes                                                                 |
|-----|-------------------------|-----------------------------------------------------------|-----------------------------------------------------------------------|
| 1   | Partner Branding / Logo | None                                                      | This is dynamic content and reflects each Partner's branding content. |
| 2   | End Chat Button         | onClick ends chat and closes the chat window              |                                                                       |
| 3   | Chat Box                | onClick activates the field and user can type message     | Refer to vendor for maximum characters allowed                        |
| 4   | Send Button             | onClick sends the message and displays it in the chat box |                                                                       |



# Wireframe: Chat Activity Module - Conversation



## Page Notes

Credit Module Type: Transactional

This is the Conversation view of the Chat Activity module.

The Chat Module does not appear in touch or mobile devices.

If the user is chatting, it will be visually indicated. If user navigates off Chat in the initiating browser window, clicking on the Chat icon brings the Chat window to front.

## Interaction Notes

| Key | Element                        | Action | Notes                                                                                                    |
|-----|--------------------------------|--------|----------------------------------------------------------------------------------------------------------|
| 1   | Chat Author, Timestamp<br>Text | None   | Dynamic content. Displays chat author and message timestamps. Conditional content. Refer to Chat vendor. |

| FUSION: CHAT INITIATION MODAL |   |   |             |                        |                                        |                                    |                                        |                |                          |        |       |
|-------------------------------|---|---|-------------|------------------------|----------------------------------------|------------------------------------|----------------------------------------|----------------|--------------------------|--------|-------|
| D                             | T | M | ELEMENT     | COPY                   | COPY (SPANISH)                         | ADA                                | ADA (SPANISH)                          | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                               |   |   | Image       | [N/A]                  |                                        | Decorative Image. No alt tag need. |                                        |                |                          |        |       |
|                               |   |   | Sub Heading | Welcome to Live Chat   | Bienvenido a la opción de chat en vivo |                                    |                                        |                |                          |        |       |
|                               |   |   | Heading     | Can we help you today? | ¿Podemos ayudarte el día de hoy?       |                                    |                                        |                |                          |        |       |
|                               |   |   | Button      | No, Thanks             | No, gracias                            | Decline chat and return to page.   | Rechazar el chat y volver a la página. |                |                          |        |       |
|                               |   |   | Button      | Start Chat             | Comenzar a chatear                     |                                    |                                        |                |                          |        |       |

Fusion 7 White Label Standard

# System Failures

Wireframe: 404 Error, Large View



404: Page Not Found

# We Can't Find the Page You Were Looking For

Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

Page Notes

Module Type: Informational Module

The 404 error is displayed if the user enters an incorrect Site ID or the page cannot be found. Conditional body text including contact phone numbers is displayed if the Site ID is available. Content and interactions are consistent across all breakpoints.

## Wireframe: System Down Error, Large View

## Page Notes

Module Type: Informational Module

If the Credit Home fails to load then the user is signed off and redirected to the Sign On screen with a System Down Error Notification. Content and interactions are consistent across all breakpoints.

# Wireframes: Module Failure, Large View

[MODULE TITLE]



This service is temporarily unavailable. Please try again later.

## Page Notes

Module Type: Informational Module

If a module fails to load or connection to card service fails, the Module Failure is displayed. Content and interactions are consistent across all breakpoints.



| FUSION: SYSTEMS FAILURE MODULE                                  |   |   |         |                                                                                                                                                        |                                                                                                                                                                     |     |               |                |                          |        |                                                         |
|-----------------------------------------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------------|
| D                                                               | T | M | ELEMENT | COPY                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                      | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                   |
|                                                                 |   |   | Text    | 404: Page Not Found                                                                                                                                    | 404: Página No Encontrada                                                                                                                                           |     |               |                |                          |        |                                                         |
|                                                                 |   |   | Heading | We Can't Find the Page You Were Looking For                                                                                                            | No podemos encontrar la página que estabas buscando                                                                                                                 |     |               |                |                          |        |                                                         |
|                                                                 |   |   | Text    | If you need immediate assistance, please call<br>[Technical Support]<br><br>TDD/TYY for the Hearing Impaired please contact:<br>[TDD/TTY Phone Number] | Si necesitas asistencia inmediata, llama a<br>[Technical Support]<br><br>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a:<br>[TDD/TTY Phone Number] |     |               |                |                          |        | Text is conditional based on Site ID is available.      |
| FUSION: MODULE FAILURE MESSAGE (UNSUCCESSFUL LOAD OR ESB CALLS) |   |   |         |                                                                                                                                                        |                                                                                                                                                                     |     |               |                |                          |        |                                                         |
| D                                                               | T | M | ELEMENT | COPY                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                      | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                   |
|                                                                 |   |   | Text    | This service is temporarily unavailable. Please try again later.                                                                                       | Este servicio no está disponible en este momento. Vuelve a intentarlo más tarde.                                                                                    |     |               |                |                          |        | For modules that do not load or unsuccessful ESB calls. |
| FUSION: MODULE FAILURE MESSAGE (MID-TRANSACTION FAILURES)       |   |   |         |                                                                                                                                                        |                                                                                                                                                                     |     |               |                |                          |        |                                                         |
| D                                                               | T | M | ELEMENT | COPY                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                      | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                   |
|                                                                 |   |   | Text    | We encountered a problem processing your request. Please try again later.                                                                              | Hemos tenido un problema al procesar tu solicitud. Vuelve a intentarlo más tarde.                                                                                   |     |               |                |                          |        | For mid-transaction failures.                           |

Fusion 7 White Label Standard

# Global Elements



MODULE

Nullam quis risus eget urna mollis ornare vel eu leo.

FIELD LABEL

FIELD LABEL

CTA

Page Notes

If there is a server-side error, a module level error is displayed at the top of the module. Content and interactions are consistent across all breakpoints.

MODULE

FIELD LABEL

!

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean lacinia bibendum nulla sed consectetur.

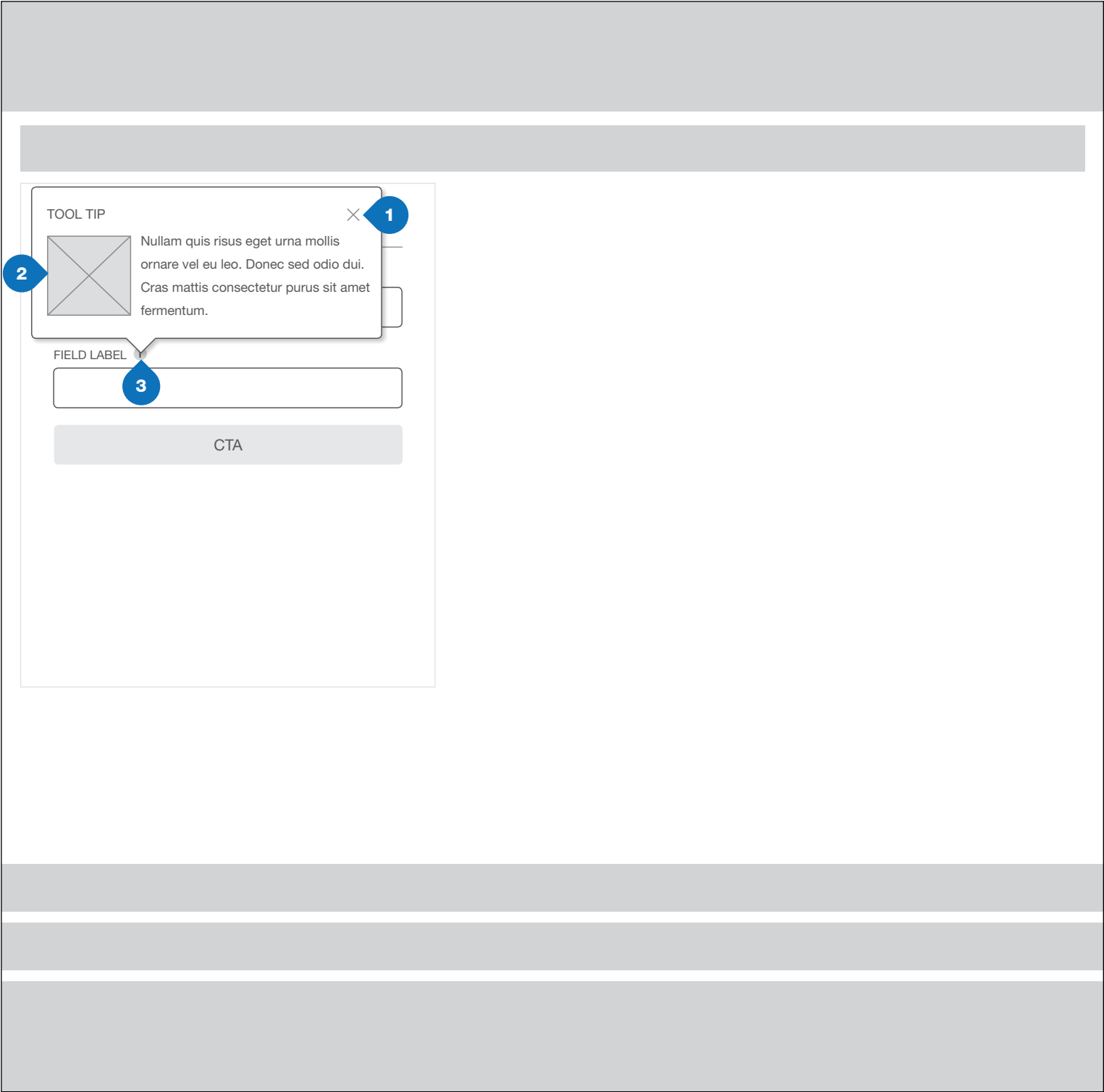
FIELD LABEL 

i

CTA

Page Notes

If there is a validation error within a field, a field level error is displayed immediately below the field in which the error occurred. The error is displayed until the error is corrected and the user exits the field. Content and interactions are consistent across all breakpoints.

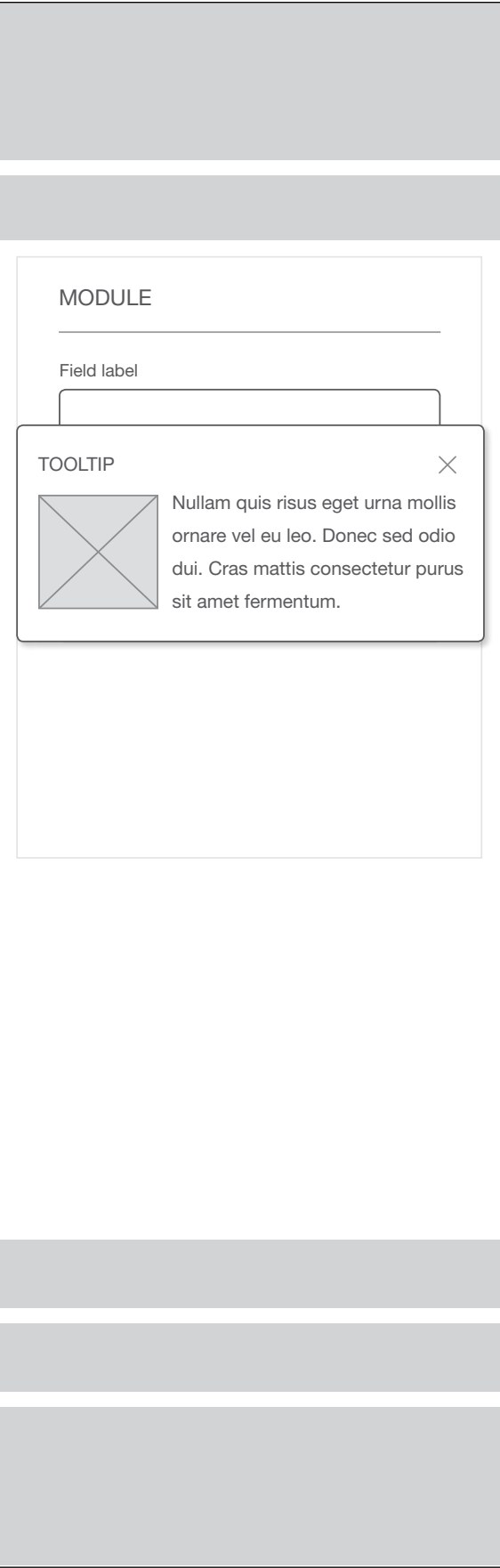


Page Notes

Tooltips are displayed when the user clicks on the tooltip icon. They can be closed by clicking the “X” or anywhere outside of the tooltip itself. The tooltip box is positioned in relation to the tooltip icon based on available space. The position priority is top, bottom, right, then left. Tooltips may contain images.

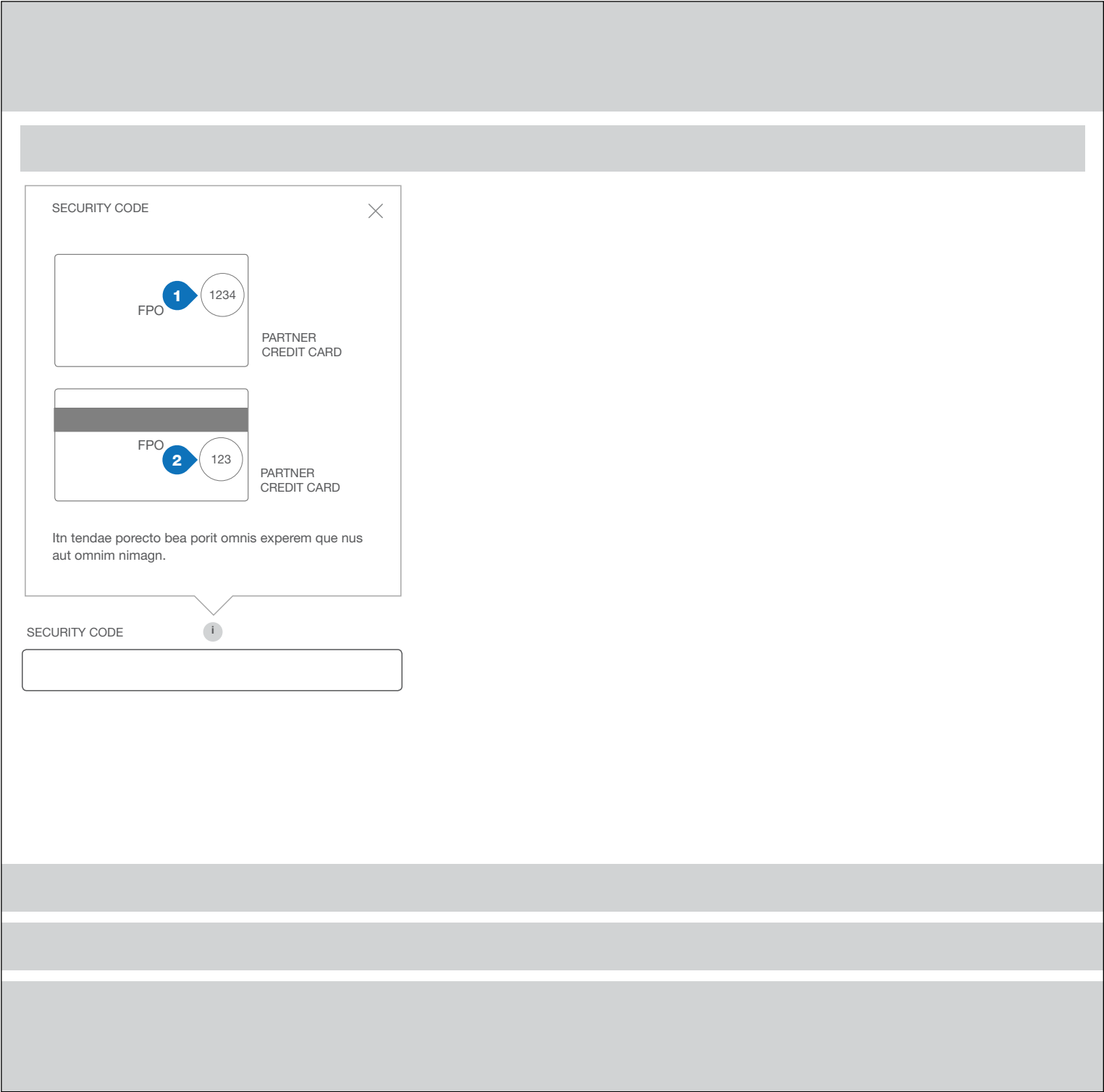
Interaction Notes

| Key | Element      | Action                        | Notes                                                                                                                                         |
|-----|--------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | “X” Button   | onClick dismisses the tooltip | The tooltip is also dismissed if the user clicks anywhere outside of the tooltip itself                                                       |
| 2   | Image        | None                          | Conditional                                                                                                                                   |
| 3   | Tooltip Icon | None                          | The tooltip box is positioned in relation to the tooltip icon based on available space. The position priority is top, bottom, right then left |



Page Notes

On Small and Extra Small breakpoints, the tooltip is displayed above the icon, similar to a modal window, without an arrow pointing to the icon. All other functionality is consistent with the desktop breakpoint.



Page Notes

This is the Security Code Tooltip. Content and interactions are consistent across all breakpoints. It can be closed by clicking the “X” or anywhere outside of the tooltip itself. The tooltip box is positioned in relation to the tooltip icon based on available space. The position priority is top, bottom, right, then left.

Interaction Notes

| Key | Element                         | Action | Notes                                                                |
|-----|---------------------------------|--------|----------------------------------------------------------------------|
| 1   | American Express Card Art Image | None   | Conditional element. This only applies to American Express Accounts. |
| 2   | Partner Credit Card Art Image   | None   | Entry must be 3 digits                                               |

## Wireframe: Button Processing State, Large View

MODULE

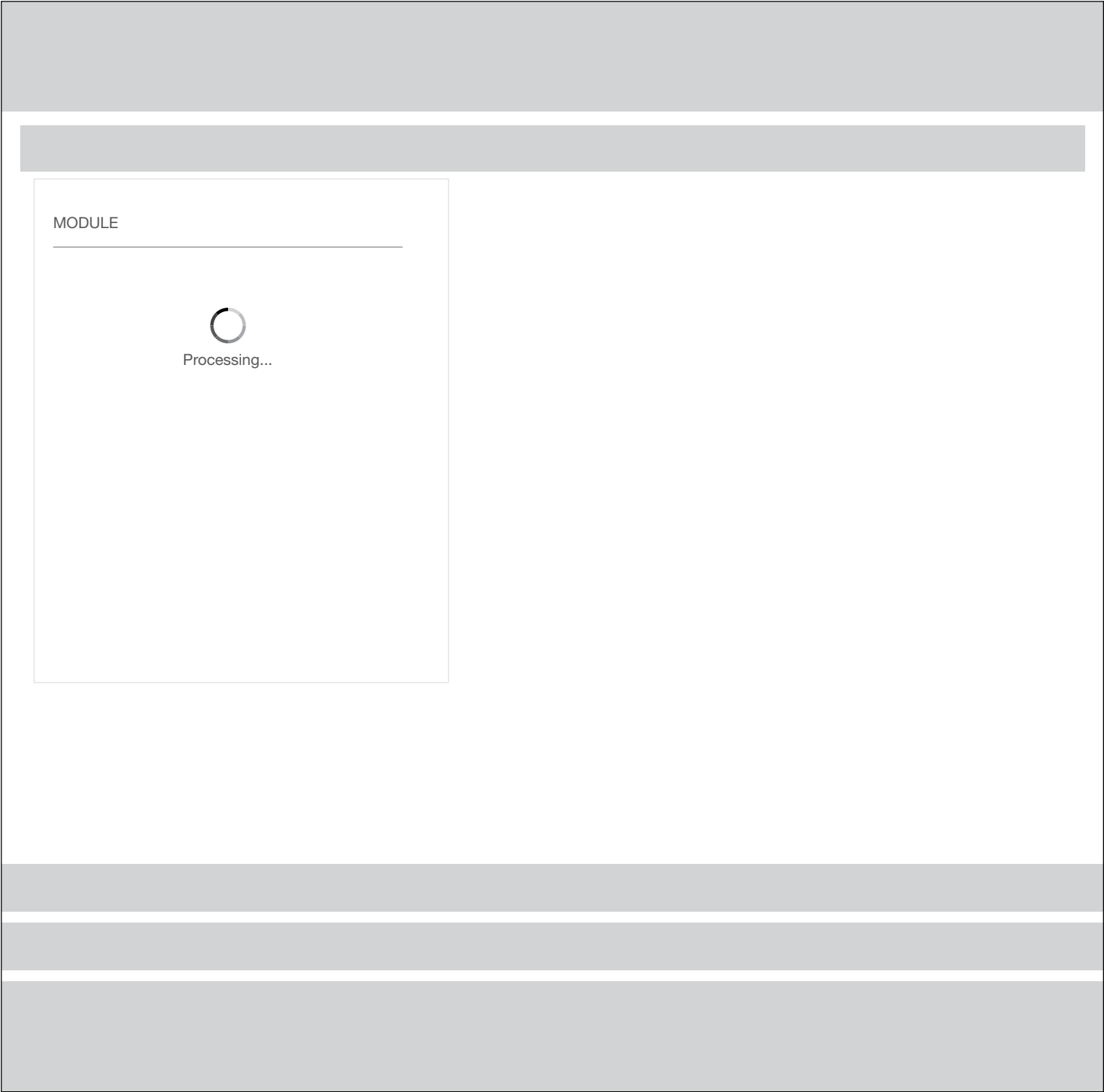
FIELD LABEL

FIELD LABEL 

## Page Notes

Button processing states are used where needed to prevent multiple form submissions. The button title disappears and spinner is displayed within the button while the form is being submitted. Content and interactions are consistent across all breakpoints.





Page Notes

Takeover processing states are used where needed to prevent multiple form submissions. All content within the module except for the title disappears and spinner is displayed within the module while the form is being submitted. Content and interactions are consistent across all breakpoints.

PAGE TITLE

ACCOUNT SUMMARY

MAKE A PAYMENT

PAYMENTS

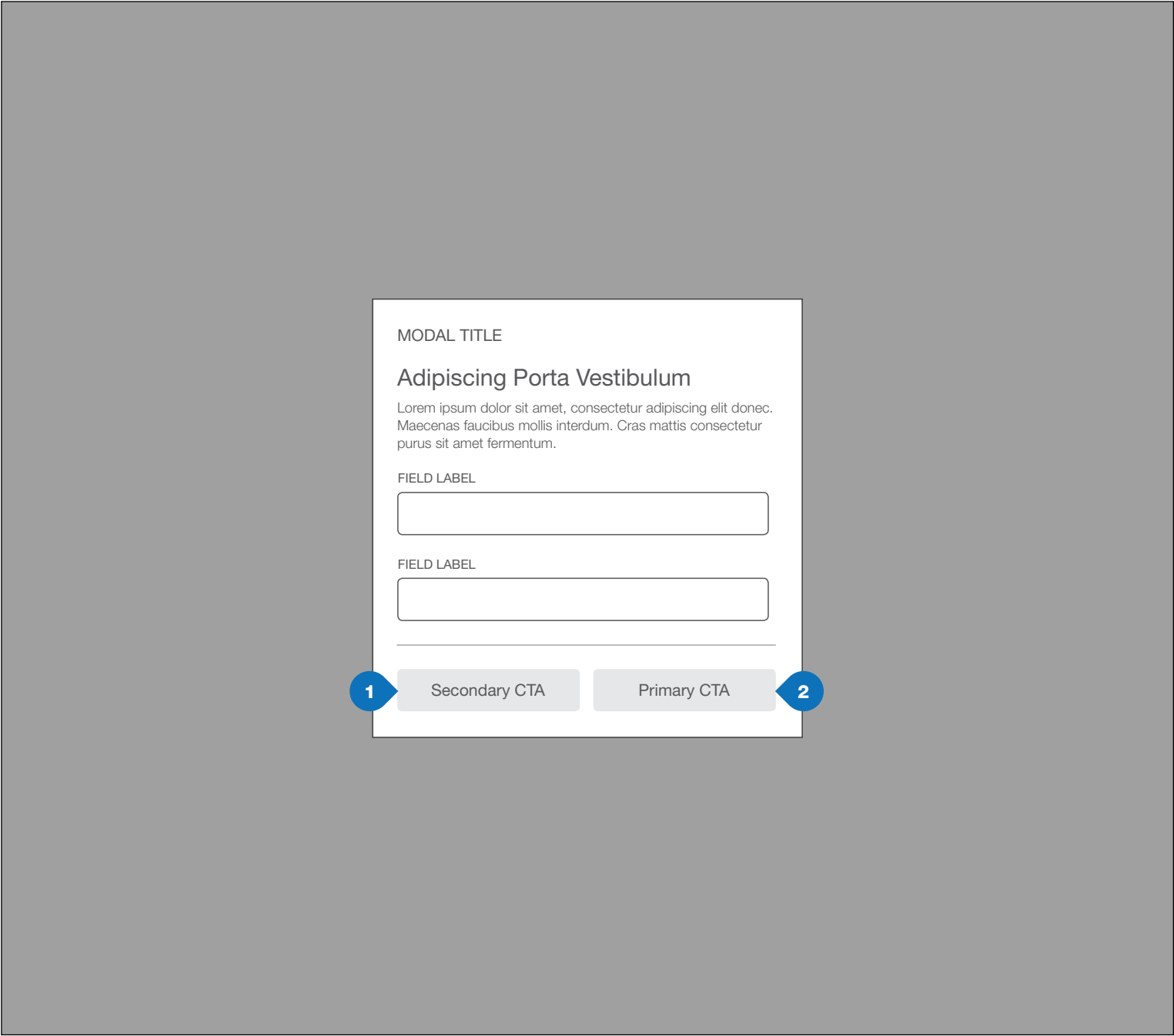
FAQ

ACCOUNT ACTIVITY

Page Notes

Module loading states are used during a page load. Content and interactions are consistent across all breakpoints.



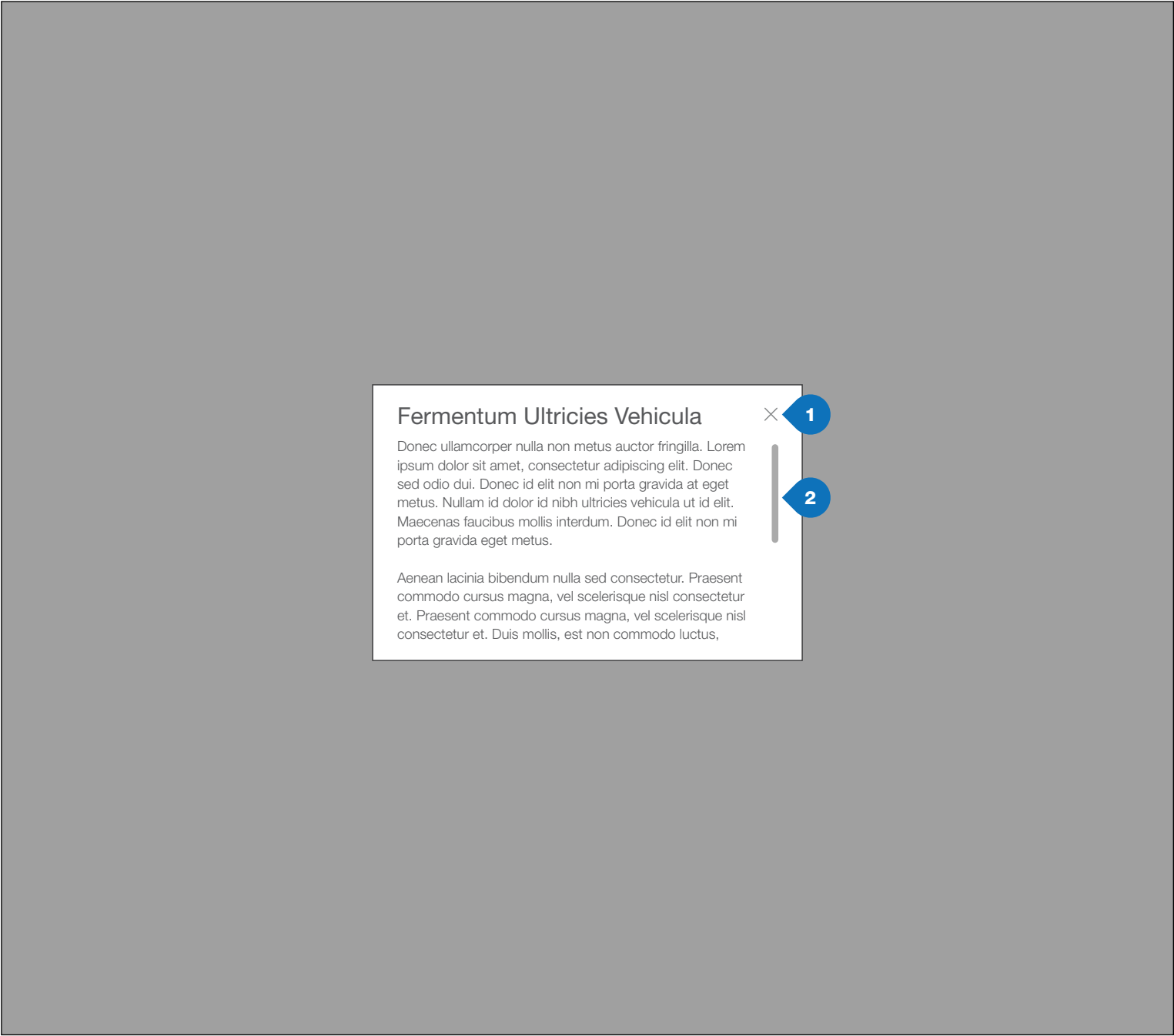


Page Notes

Transactional modals are used when a form or process must be completed within a modal. Content, fields and buttons are conditional and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element              | Action                         | Notes       |
|-----|----------------------|--------------------------------|-------------|
| 1   | Secondary CTA Button | Interactions defined as needed | Conditional |
| 2   | Primary CTA Button   | Interactions defined as needed | Conditional |

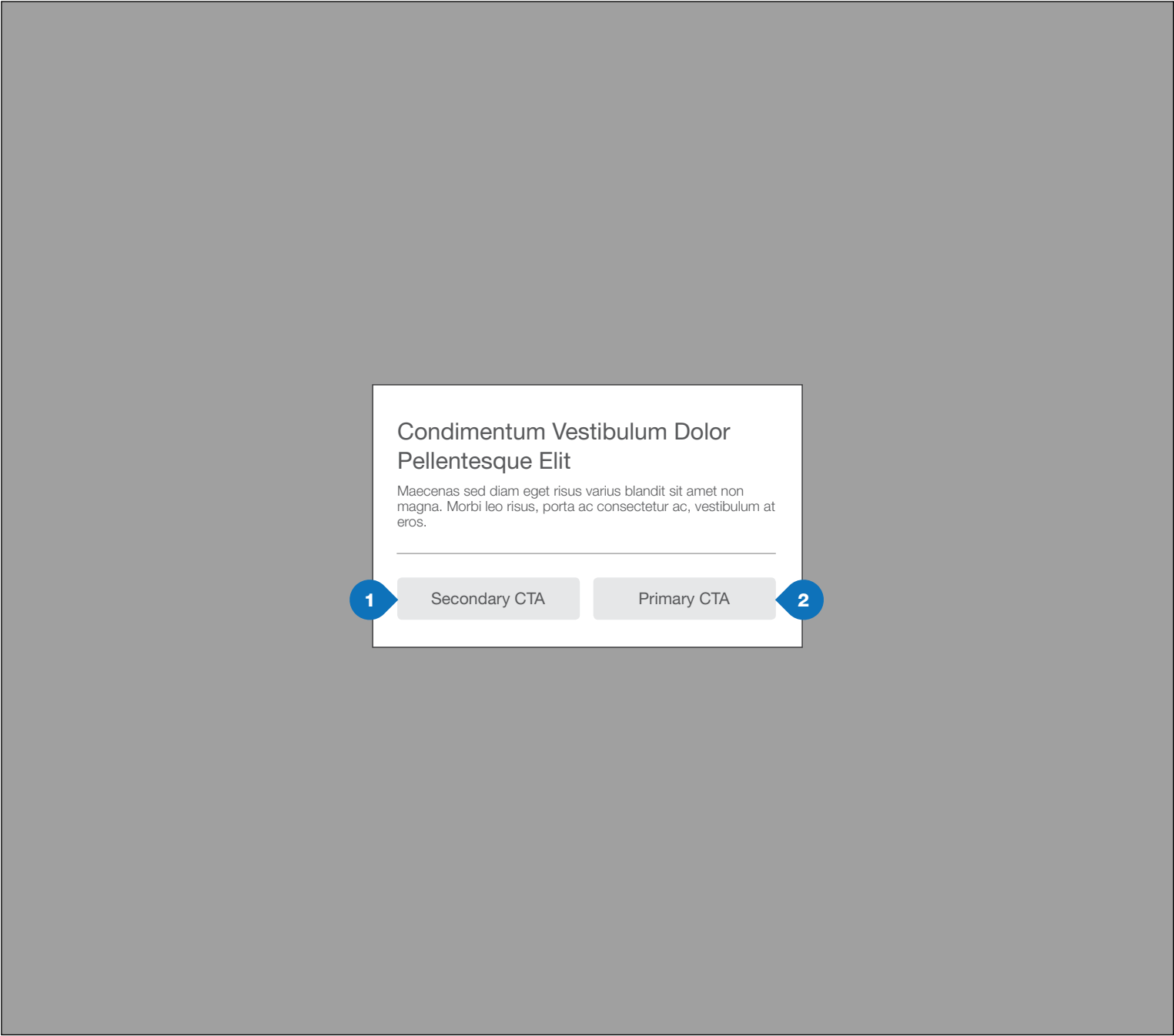


Page Notes

Content modals without CTA buttons are used to display content. Content is conditional and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element            | Action                                  | Notes                                                                                                                                                                                                     |
|-----|--------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Close Button       | onClick dismisses the modal             | Clicking anywhere outside the modal also closes it                                                                                                                                                        |
| 2   | Conditional Scroll | Content scrolls within the modal window | Only applicable on M, L and XL breakpoints. Conditional only if content exceeds the length of the modal window. Modal window will fit the length of the content without scrolling on S and XS breakpoints |



Page Notes

Content modals with CTA buttons are used to display content where a CTA is needed (e.g., signing off, agreeing to terms). The user must select a CTA to close the modal window. Content and buttons are conditional and interactions are consistent across all breakpoints.

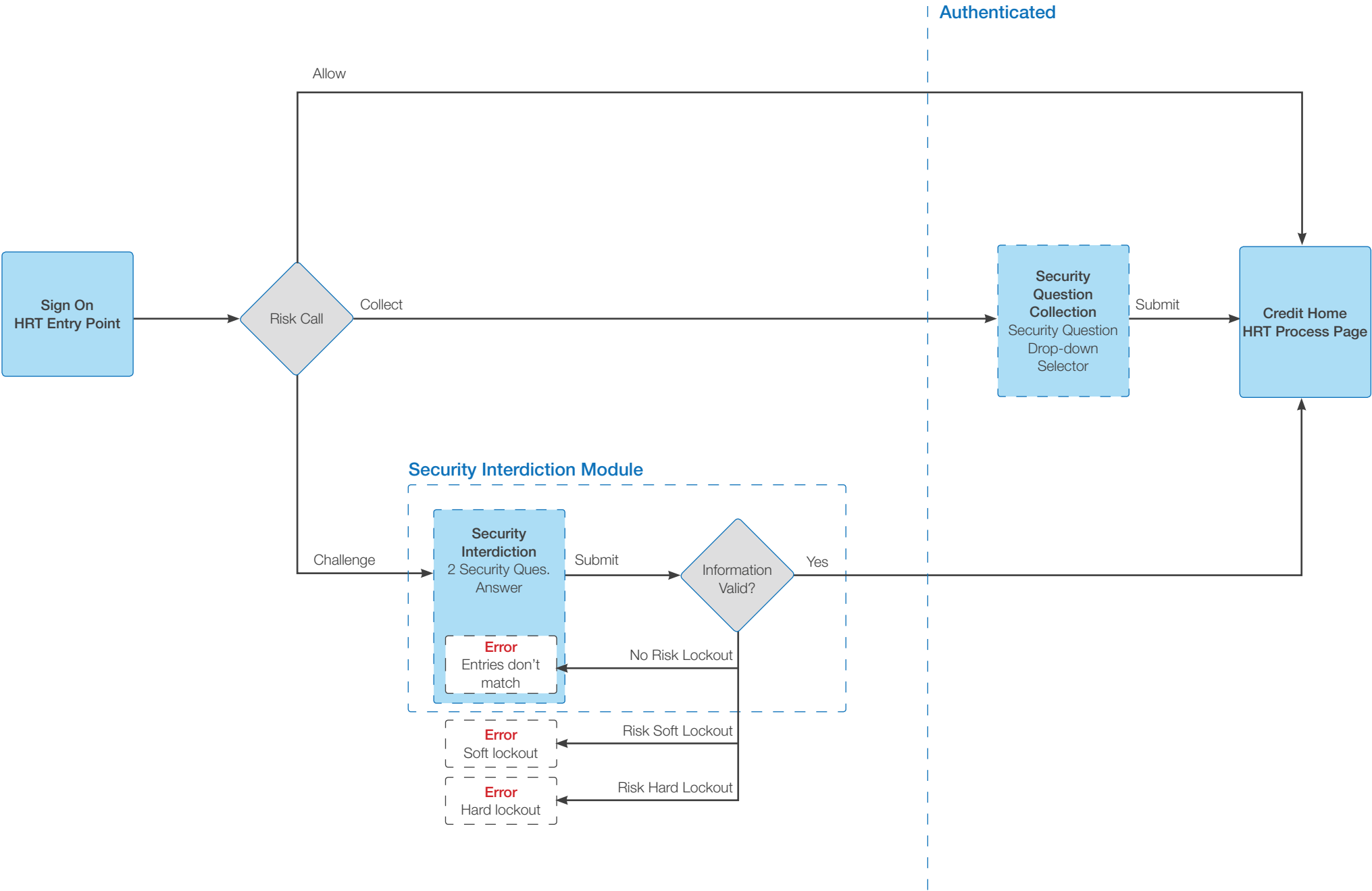
Interaction Notes

| Key | Element              | Action                         | Notes       |
|-----|----------------------|--------------------------------|-------------|
| 1   | Secondary CTA Button | Interactions defined as needed | Conditional |
| 2   | Primary CTA Button   | Interactions defined as needed | Conditional |

Fusion 7 White Label Standard

# Security Question Collection Module

# User Flow: Security Question Collection Module



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

Off Page Reference

\*

Required

Wireframe: Security Question Collection Module - Unauthenticated, Large View

Choose Your Security Questions

Duis mollis, est non commodo luctus.

Select Question 1

Select Question 2

Select Question 3

Save

Page Notes

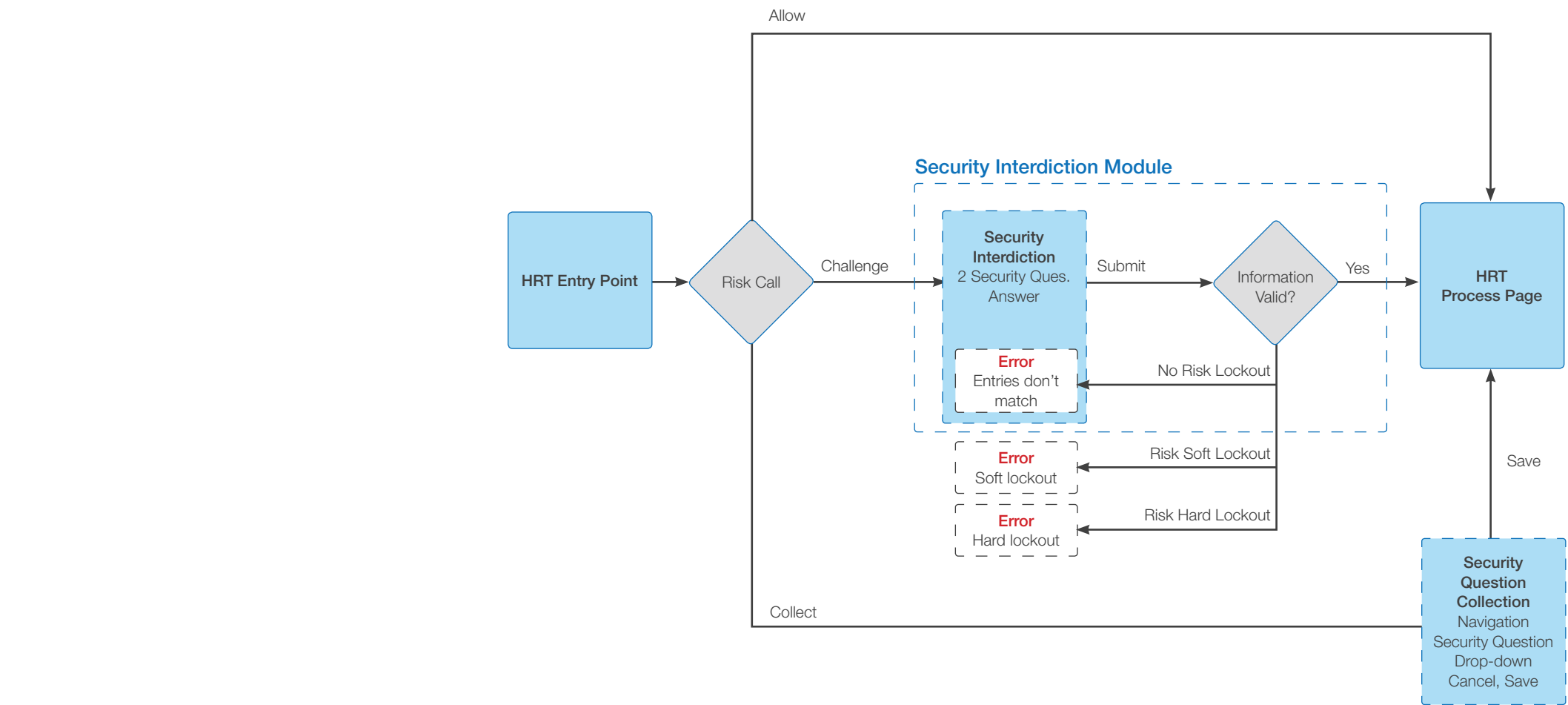
Module Type: Transactional Module

User must select and answer three security questions before continuing to the process they selected. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button, they are returned to the Sign On module.



# User Flow: HRT Security Question Collection Module



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

Off Page Reference

\*

Required

Choose Your Security Questions

Duis mollis, est non commodo luctus.

Select Question 1

Select Question 2

Select Question 3

1 Cancel

Save

Page Notes

Module Type: Transactional Module

This screen is conditional. If the user starts a High Risk Transaction (HRT) and Cyota returns a Collect call, the User may complete the HRT; however, at the conclusion of the flow, an Account Notification is displayed (on either the Confirmation screen or the parent landing page of the HRT) that links the user to this Security Question Collection screen.

If the user clicks the browser back button, they are returned to the HRT entry point.

Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element       | Action                                                                              | Notes |
|-----|---------------|-------------------------------------------------------------------------------------|-------|
| 1   | Cancel Button | onClick cancels the question collection and returns the user to the HRT entry point |       |



| FUSION: SECURITY QUESTION COLLECTION MODULE |   |   |                         |                                                                                           |                                                                                                                                  |                                                |                                                             |                |                          |        |                                                                                                                                   |
|---------------------------------------------|---|---|-------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------------------------------------------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------|
| D                                           | T | M | ELEMENT                 | COPY                                                                                      | COPY (SPANISH)                                                                                                                   | ADA                                            | ADA (SPANISH)                                               | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                             |
|                                             |   |   | Header                  | Complete Your Profile                                                                     | Completa tu Perfil                                                                                                               |                                                |                                                             |                |                          |        |                                                                                                                                   |
|                                             |   |   | Copy                    | Please provide the following information to complete your profile.                        | Por favor proporciona la siguiente información para completar tu perfil.                                                         |                                                |                                                             |                |                          |        |                                                                                                                                   |
|                                             |   |   | Sub-header              | Security Questions                                                                        | Preguntas de Seguridad                                                                                                           |                                                |                                                             |                |                          |        | Appears if user does not have security questions on file                                                                          |
|                                             |   |   | Drop Down Label State   | Select Question [#] (Repeat for all other Security Questions)                             | Selecciona la Pregunta [#] (Repetir para todas las otras Preguntas de Seguridad)                                                 |                                                |                                                             |                |                          |        | Appears if user does not have security questions on file<br><br>(Before Question is selected)                                     |
|                                             |   |   | Drop Down Label State 2 | Select Question [#] (Repeat for all other Security Questions)                             | Selecciona la Pregunta [#] (Repetir para todas las otras Preguntas de Seguridad)                                                 |                                                |                                                             |                |                          |        | Appears if user does not have security questions on file                                                                          |
|                                             |   |   | Drop Down Text          | [Display Security questions per business rules] (Repeat for all other Security Questions) | [Mostrar las preguntas de Seguridad de acuerdo con las reglas comerciales] (Repetir para todas las otras Preguntas de Seguridad) |                                                |                                                             |                |                          |        | Appears if user does not have security questions on file<br><br>Error message will only display once when the user clicks “Next.” |
|                                             |   |   | Question Field Label    | Question [#]                                                                              | Pregunta [#]                                                                                                                     |                                                |                                                             |                |                          |        | Appears if user does not have security questions on file                                                                          |
|                                             |   |   | Field Text              | [Display the selected security question]                                                  | [Mostrar la pregunta de seguridad seleccionada]                                                                                  |                                                |                                                             |                |                          |        | Appears if user does not have security questions on file                                                                          |
|                                             |   |   | Button                  | Edit                                                                                      | Editar                                                                                                                           | Edit Security Question [#].                    | Editar Pregunta de Seguridad [#].                           |                |                          |        | Appears if user does not have security questions on file                                                                          |
|                                             |   |   | Button State            | Cancel                                                                                    | Cancelar                                                                                                                         | Cancel and return to Security Question screen. | Cancelar y regresar a la pantalla de Pregunta de Seguridad. |                |                          |        | Appears if user does not have security questions on file<br><br>(Changes when question options dropdown)                          |

Copy: Security Question Collection Module

|  |  |  |                  |                         |                                    |                                  |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                          |
|--|--|--|------------------|-------------------------|------------------------------------|----------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------|
|  |  |  | Text Field       | [Display user's answer] | [Mostrar la respuesta del usuario] | Answer to Security Question [#]. | Respuesta a la Pregunta de Seguridad [#]. | Client-Side Errors [Field Level]:<br>If blank:<br>Please answer your chosen Security Question.                                                                                                                                                                                                                                                                                                                                                                                                  | Error por parte del cliente:<br>If blank:<br>Por favor, responde tu Pregunta de Seguridad elegida.                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | Appears if user does not have security questions on file |
|  |  |  |                  |                         |                                    |                                  |                                           | If answer contains 3 characters or fewer:<br>Your answer must contain at least 4 characters.<br><br>If answer matches another security question's answer:<br>You used this answer for another question. Please use a different answer for each question.<br><br>If answer contains special characters:<br>Your answer cannot have special characters, such as & and ( )<br><br>If answer has more than two repeating characters:<br>Your answer cannot have more than two repeating characters. | Si la respuesta contiene 3 caracteres o menos:<br>Tu respuesta debe contener por lo menos 4 caracteres.<br><br>Si la respuesta coincide con otra respuesta a una pregunta de seguridad:<br>Utilizaste esta respuesta para otra pregunta. Usa una respuesta diferente para cada pregunta.<br><br>Si la respuesta contiene caracteres especiales:<br>Tu respuesta no puede tener caracteres especiales, como & y ( )<br><br>Si la respuesta tiene más de dos caracteres repetidos:<br>Tu respuesta no puede tener más de dos caracteres repetidos. |  | Appears if user does not have security questions on file |
|  |  |  | Button (Primary) | Next                    | Siguiente                          | Continue to your account.        | Continuar a tu cuenta.                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | Appears if user does not have security questions on file |

Fusion 7 White Label Standard

# Security Question Challenge Module

Sign On

User ID

☐ Remember My User ID

Password

Sign On

[Forgot your User ID or Password?](#)

Don't have a User ID? [Register](#) your card

IDENTITY CHECKPOINT

Duis mollis, est non commodo luctus, nisi erat porttitor.

Duis mollis, est non commodo luctus.

QUESTION 1

Cras justo odio dapibus ac facilisis in?

Answer

QUESTION 2

Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis?

Answer

1

Cancel

Continue

2

Page Notes

Module Type: Transactional Module

Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element         | Action                                                                           | Notes |
|-----|-----------------|----------------------------------------------------------------------------------|-------|
| 1   | Cancel Button   | onClick cancels the process and returns user to the initial screen               |       |
| 2   | Continue Button | onClick submits the form and checks answers against the security answers on file |       |

Fusion 7 White Label Standard

# Security Interdiction Module

## Registration

Duis mollis, est non commodo  
luctus, nisi erat porttitor.

### QUESTION ONE

1

Answer

## QUESTION TWO

Answer

2

Cancel

Continue

3

| Key | Element         | Action                                                                                                                                                                                                      | Notes                                                                                               |
|-----|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 1   | Answer Field    | onClick activates the field. A field level error is displayed if the user leaves the field without entering any characters. The placeholder text is cleared based on native browser behavior                | See <i>Global Elements</i> for more information on error messages                                   |
| 2   | Cancel Button   | onClick closes the module                                                                                                                                                                                   |                                                                                                     |
| 3   | Continue Button | onClick submits the data and updates the module to a takeover processing state during submission<br><br>If an error is found then display a module level error message. Otherwise, display the Credit Home. | See <i>Global Elements</i> for more information on the takeover processing state and error messages |



Wireframe: Security Interdiction, Extra Small View

Registration

IDENTITY CHECKPOINT

Duis mollis, est non commodo luctus, nisi erat porttitor.

Duis mollis, est non commodo luctus.

QUESTION ONE

Cras justo odio dapibus ac facilisis in?

Answer

QUESTION TWO

Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis?

Answer

Continue

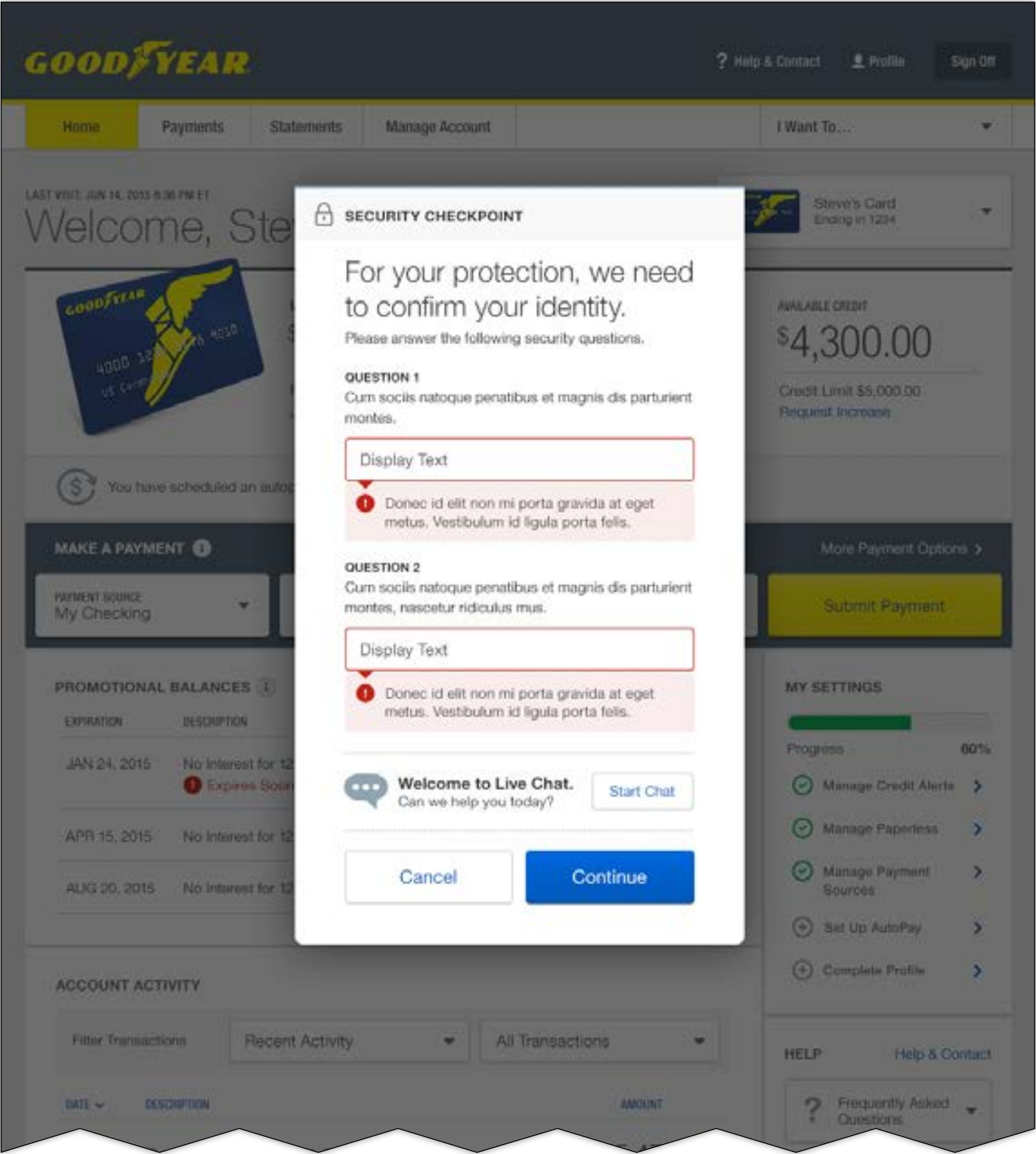
Cancel

Page Notes

Module Type: Transactional Module

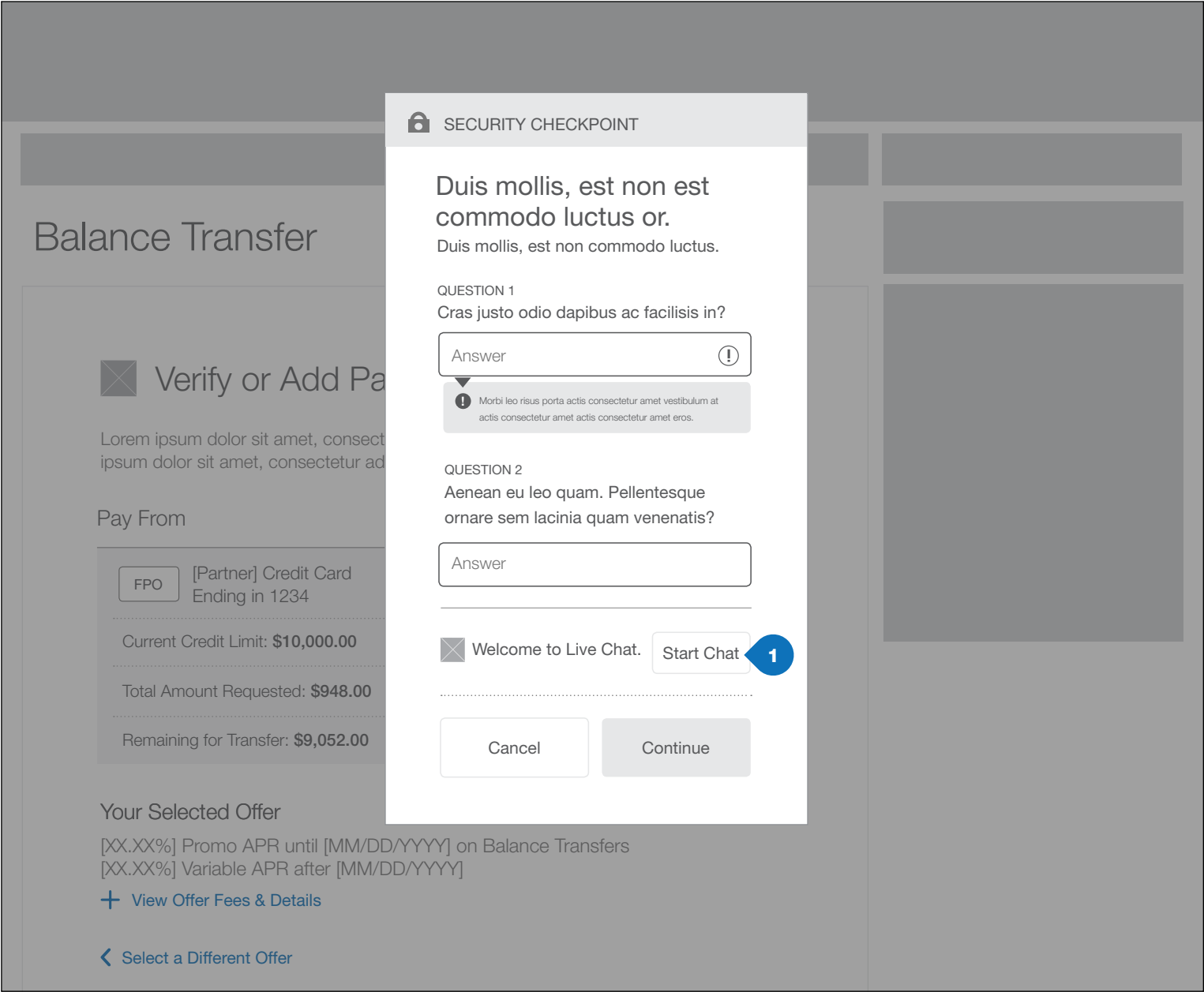
Content and interactions are consistent across all breakpoints.

Representative Comps: Security Interdiction Modal - Error with Chat Available, Large View





Wireframe: Security Interdiction Modal - Error with Chat Available, Large View



Page Notes

Module Type: Transactional Module  
Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element           | Action                           | Notes                                                                                                                                                                                                                                                                                                                                                            |
|-----|-------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Start Chat Button | onClick displays the Chat Module | Chat is triggered within the security interdiction modal if a user answers 1 security question incorrectly<br><br>Conditional. The Chat Module does not appear in touch or mobile devices.<br><br>Conditional. Hide Chat Button after operating hours.<br><br>See Wireframe: Menu Module for location of Chat Icon at Medium, Small and Extra Small breakpoints. |

Wireframe: Security Interdiction Module - Error with Chat Available, Extra Small View

Balance Transfer

SECURITY CHECKPOINT

Duis mollis, est non est commodo luctus or.

Duis mollis, est non commodo luctus.

QUESTION 1

Cras justo odio dapibus ac facilisis in?

Answer

Morbi leo risus porta actis consectetur amet vestibulum at actis consectetur amet actis consectetur amet eros.

QUESTION 2

Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis?

Answer

Chat with an Associate

Continue

Cancel

Page Notes

Module Type: Transactional Module  
Content and interactions are consistent across all breakpoints.

| FUSION: SECURITY INTERDICTION MODULE |   |   |                        |                                                                          |                                                                             |                               |                                 |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        |                                                      |
|--------------------------------------|---|---|------------------------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------|
| D                                    | T | M | ELEMENT                | COPY                                                                     | COPY (SPANISH)                                                              | ADA                           | ADA (SPANISH)                   | ERROR MESSAGES                                                                                                                                                                                                                                                | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                        | CMS ID | NOTES                                                |
|                                      |   |   | Text Heading           | Identity Checkpoint                                                      | Punto de Control de Identidad                                               |                               |                                 |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        | Conditional proactive chat triggered by first error. |
|                                      |   |   | Text                   | Please answer the following security questions to confirm your identity. | Responde las siguientes preguntas de seguridad para confirmar tu identidad. |                               |                                 |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        |                                                      |
|                                      |   |   | Text                   | QUESTION 1                                                               | PREGUNTA 1                                                                  |                               |                                 |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        |                                                      |
|                                      |   |   | Text                   | [Security Question 1]                                                    | [Pregunta de Seguridad 1:]                                                  |                               |                                 |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        |                                                      |
|                                      |   |   | Field Placeholder Text | Answer                                                                   | Respuesta                                                                   |                               |                                 | Client side error, field level, blank field:<br>Please enter your answer to the security question.<br><br>Client side error, unaccepted special characters:<br>Please try again. Certain special characters are not allowed.                                  | Error del lado del cliente, nivel de campo, campo en blanco:<br>Ingresa tu respuesta a la pregunta de seguridad.<br><br>Client side error, unaccepted special characters:<br>Por favor, inténtelo de nuevo. Algunos caracteres especiales no están permitidos.                                                  |        |                                                      |
|                                      |   |   | Text                   | QUESTION 2                                                               | PREGUNTA 2                                                                  |                               |                                 |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        |                                                      |
|                                      |   |   | Text                   | [Security Question 2]                                                    | [Pregunta de Seguridad 2]                                                   |                               |                                 |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        |                                                      |
|                                      |   |   | Field Placeholder Text | Answer                                                                   | Respuesta                                                                   |                               |                                 | Client side error, field level, blank field:<br>Please enter your answer to the security question.<br><br>Client side error, unaccepted special characters:<br>Please try again. Certain special characters are not allowed.                                  | Error del lado del cliente, nivel de campo, campo en blanco:<br>Ingresa tu respuesta a la pregunta de seguridad.<br><br>Client side error, unaccepted special characters:<br>Por favor, inténtelo de nuevo. Algunos caracteres especiales no están permitidos.                                                  |        |                                                      |
|                                      |   |   | Link                   | Cancel                                                                   | Cancelar                                                                    | Return to the Linking Screen. | Volver a la Pantalla de Enlace. | Server side error, module level, security questions do not match Citi records (No Security Q&A lockout):<br>The information you entered does not match our records. For your protection, we are unable to state which fields are incorrect. Please try again. | Error del lado del servidor, nivel de módulo, las preguntas de seguridad no coinciden con los registros de Citi (Sin bloqueo de P&R de Seguridad):<br>La información que ingresaste no coincide con nuestros registros. Para tu protección, no podemos indicar qué campos son incorrectos. Vuelve a intentarlo. |        |                                                      |

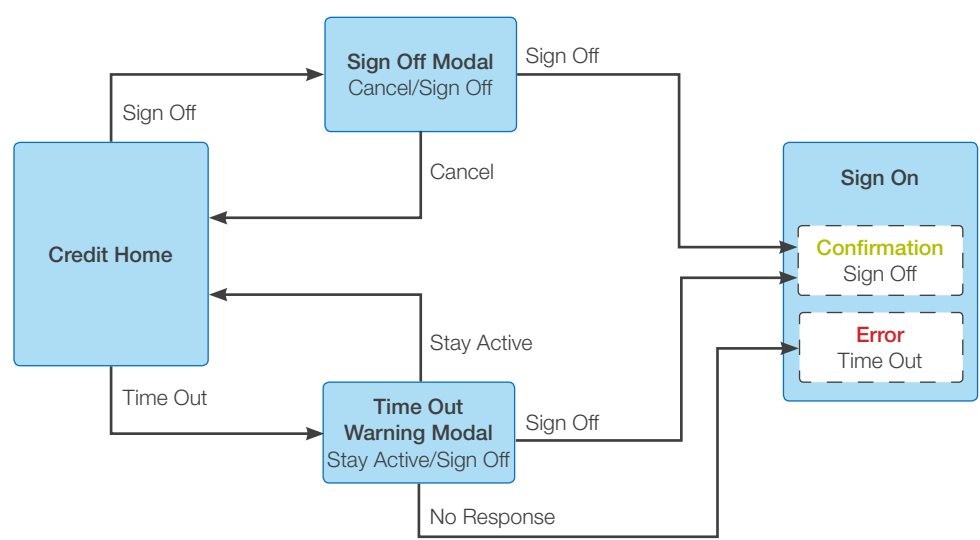
|                                                                                     |   |   |         |                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                             |                                                |                                                  |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        |                                                                     |
|-------------------------------------------------------------------------------------|---|---|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------|
|                                                                                     |   |   | Button  | Continue                                                                                                                                                                                                                                                                           | Continuar                                                                                                                                                                                                                                                                                                                   | Answer questions and continue to your account. | Responder las preguntas y continuar a tu cuenta. | Server side error, module level, security questions do not match Citi records (No Security Q&A lockout):<br>The information you entered does not match our records. For your protection, we are unable to state which fields are incorrect. Please try again. | Error del lado del servidor, nivel de módulo, las preguntas de seguridad no coinciden con los registros de Citi (Sin bloqueo de P&R de Seguridad):<br>La información que ingresaste no coincide con nuestros registros. Para tu protección, no podemos indicar qué campos son incorrectos. Vuelve a intentarlo. |        |                                                                     |
| FUSION REGISTRATION: TAKEOVER MESSAGE, CYOTA DOWN, IOVATION DENY, CIL 207 SCENARIOS |   |   |         |                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                             |                                                |                                                  |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        |                                                                     |
| D                                                                                   | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                               | COPY (SPANISH)                                                                                                                                                                                                                                                                                                              | ADA                                            | ADA (SPANISH)                                    | ERROR MESSAGES                                                                                                                                                                                                                                                | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                        | CMS ID | NOTES                                                               |
|                                                                                     |   |   | Heading | Access Blocked                                                                                                                                                                                                                                                                     | Acceso Bloqueado                                                                                                                                                                                                                                                                                                            |                                                |                                                  |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        |                                                                     |
|                                                                                     |   |   | Text    | For security reasons, we cannot allow you to proceed.<br><br>For assistance, please call [Customer Service Phone Number].<br><br>International callers, call collect [Outside the US Phone Number].<br><br>TDD/TYY for the Hearing Impaired please contact: [TDD/TTY Phone Number] | Por razones de seguridad, no podemos permitir que continúes.<br><br>Para recibir asistencia, llama al [Customer Service Phone Number].<br><br>Llamadas internacionales con cobro revertido al [Outside the US Phone Number].<br><br>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a: [TDD/TTY Phone Number] |                                                |                                                  |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |        | Content applies to CYOTA Down, iOvation Deny, and CIL 207 scenarios |

Fusion 7 White Label Standard

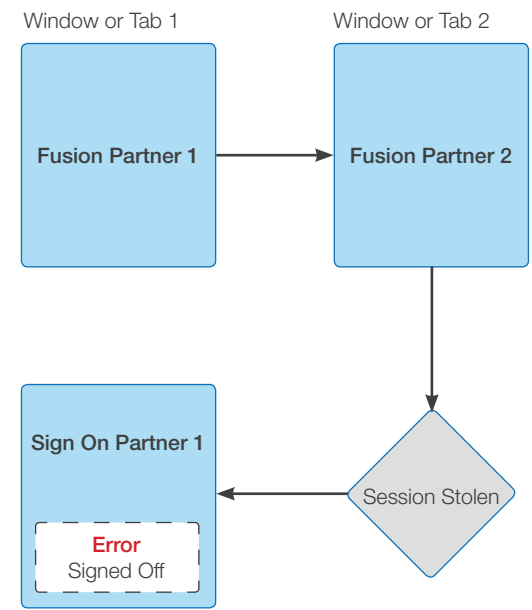
# Sign Off & Time Out

# User Flow: Sign Off & Time Out & Multiple Session

Sign Off and Time Out



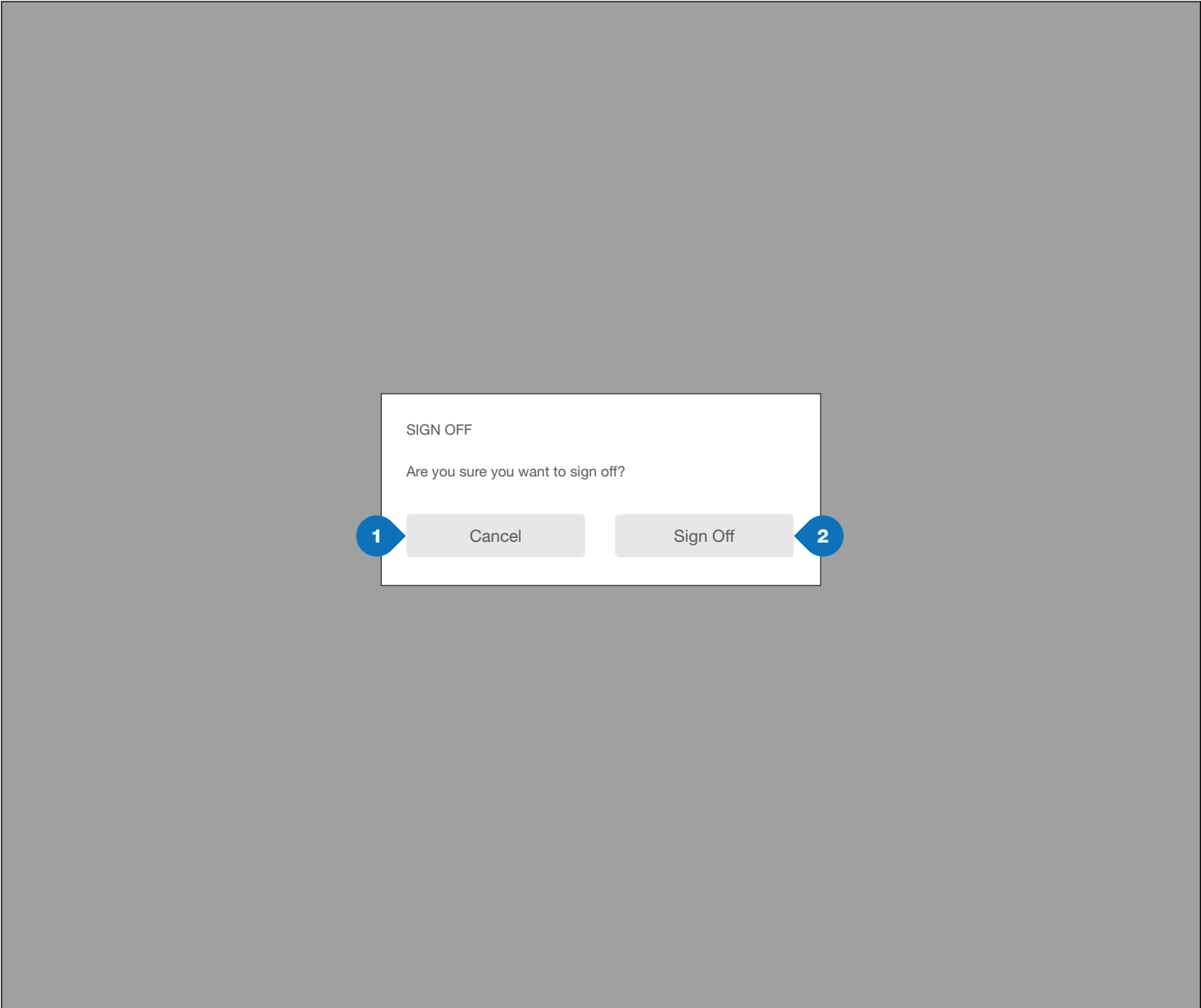
New Session



**Legend**

|                                                                                                          |                                                                                                          |
|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
|  Screen             |  Notification       |
|  Conditional Screen |  Decision           |
|  Modal              |  Off Page Reference |
|  Conditional Modal  |  Required           |





Page Notes

Credit Module Type: Transactional

If the user clicks the “Sign Off” button within the authenticated header they will be presented with a modal window that allows the user to sign off. The modal type used is a Content Modal with CTA, see Global Elements for more information on the specific modal type. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element         | Action                                                                                                                                                                               | Notes                                                                                                                                                                                                                                                                     |
|-----|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Cancel Button   | onClick closes the modal window and the user remains signed on                                                                                                                       | User can click outside the modal window and close the window<br><br>If the user had entered information on the screen before clicking “Sign Off” and clicked “Cancel” within the modal window, the information they had entered would remain intact when the modal closes |
| 2   | Sign Off Button | onClick closes the modal window, signs the user off and takes them to the Sign On screen where a confirmation notification is displayed confirming they have successfully signed off |                                                                                                                                                                                                                                                                           |

# Wireframe: Sign Off Notification, Large View



## Page Notes

Credit Module Type: Informational

If the user clicks the “Yes” button within the Sign Off Modal they will be signed off and a confirmation notice is displayed on the Sign On screen. Content and interactions are consistent across all breakpoints.

## Interaction Notes

| Key | Element                   | Action | Notes                                         |
|-----|---------------------------|--------|-----------------------------------------------|
| 1   | Confirmation Notification | None   | See <i>Notifications</i> for more information |



Wireframe: New Session Notification, Large View



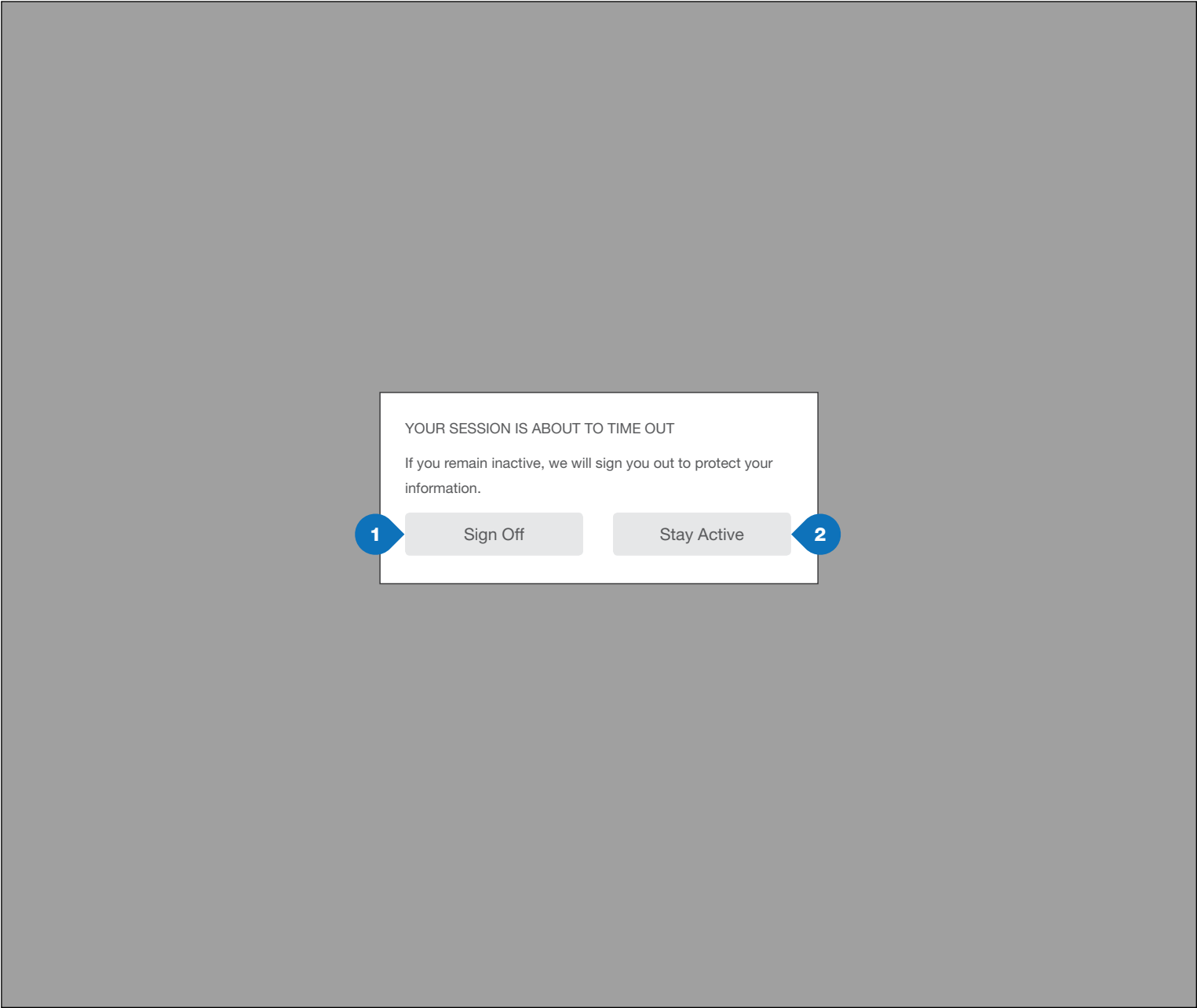
Page Notes

Credit Module Type: Informational

The user will get signed off if they sign on to another client partner site within the same session (a new tab or window within the same browser), and a notification is displayed on the Sign On screen. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element              | Action | Notes                                         |
|-----|----------------------|--------|-----------------------------------------------|
| 1   | Account Notification | None   | See <i>Notifications</i> for more information |



Page Notes

Credit Module Type: Transactional

If the time limit has been reached a modal window is presented that allows the user to sign off or continue the session. If the user does not respond to the modal window they are signed off. The modal type used is a Content Modal with CTA, see Global Elements for more information on the specific modal type. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element            | Action                                                                                                                                                                         | Notes                                                        |
|-----|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| 1   | Sign Off Button    | onClick closes the modal window, the user is signed off and taken to the Sign On screen where a confirmation message is displayed confirming they have successfully signed off | User can click outside the modal window and close the window |
| 2   | Stay Active Button | onClick closes the modal window and the user remains signed on                                                                                                                 |                                                              |



Page Notes

Credit Module Type: Informational

If the user does not respond to the Time Out Modal window the session will time out; the user is signed off and a notification is displayed on the Sign On screen. Content and interactions are consistent across all breakpoints.

Interaction Notes

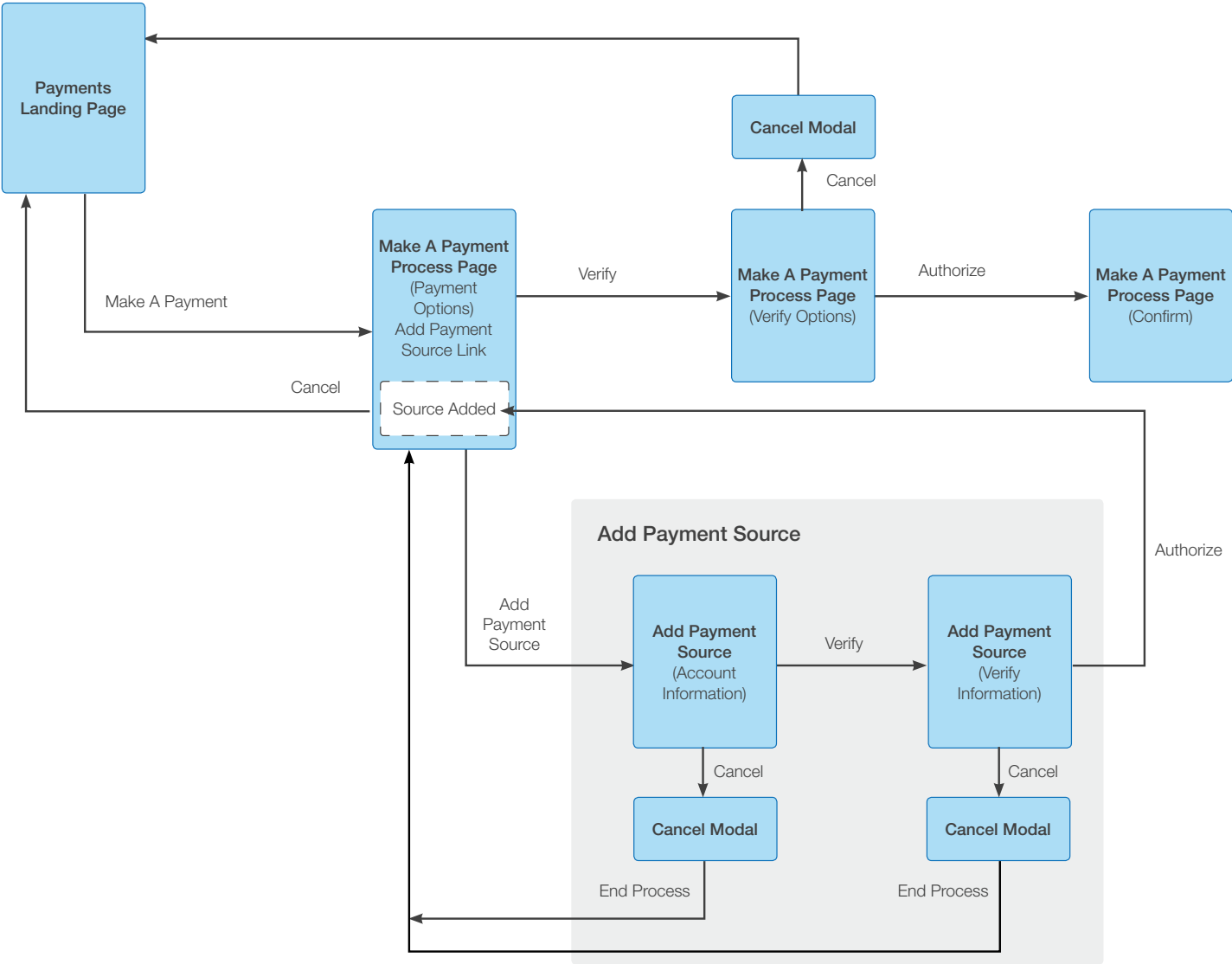
| Key | Element              | Action | Notes                                         |
|-----|----------------------|--------|-----------------------------------------------|
| 1   | Account Notification | None   | See <i>Notifications</i> for more information |

| FUSION: SIGN OFF MODULE                                |   |   |         |                                                                                                            |                                                                                                              |                                        |                                               |                |                          |        |                           |
|--------------------------------------------------------|---|---|---------|------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------|-----------------------------------------------|----------------|--------------------------|--------|---------------------------|
| D                                                      | T | M | ELEMENT | COPY                                                                                                       | COPY (SPANISH)                                                                                               | ADA                                    | ADA (SPANISH)                                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                     |
|                                                        |   |   | Heading | SIGN OFF                                                                                                   | SALIR                                                                                                        |                                        |                                               |                |                          |        |                           |
|                                                        |   |   | Text    | Are you sure you want to sign off?                                                                         | ¿Estás seguro de que deseas salir?                                                                           |                                        |                                               |                |                          |        |                           |
| 1                                                      |   |   | Button  | Cancel                                                                                                     | Cancelar                                                                                                     | Cancel this dialog and return to page. | Cancelar este diálogo y regresar a la página. |                |                          |        |                           |
| 2                                                      |   |   | Button  | Sign Off                                                                                                   | Salir                                                                                                        | Close this dialog and sign off.        | Cerrar este diálogo y salir.                  |                |                          |        |                           |
| FUSION: SIGN OFF MODULE, SIGN OFF NOTIFICATION         |   |   |         |                                                                                                            |                                                                                                              |                                        |                                               |                |                          |        |                           |
| D                                                      | T | M | ELEMENT | COPY                                                                                                       | COPY (SPANISH)                                                                                               | ADA                                    | ADA (SPANISH)                                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                     |
|                                                        |   |   | Text    | You have successfully signed off.                                                                          | Has cerrado correctamente tu sesión.                                                                         |                                        |                                               |                |                          |        | Confirmation Notification |
| FUSION: SIGN OFF MODULE, TIME OUT MODAL                |   |   |         |                                                                                                            |                                                                                                              |                                        |                                               |                |                          |        |                           |
| D                                                      | T | M | ELEMENT | COPY                                                                                                       | COPY (SPANISH)                                                                                               | ADA                                    | ADA (SPANISH)                                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                     |
|                                                        |   |   | Heading | Your Session Is About to Time Out                                                                          | Tu Sesión Está A Punto De Expirar                                                                            |                                        |                                               |                |                          |        |                           |
|                                                        |   |   | Text    | If you remain inactive, we will sign you out to protect your information.                                  | Si permaneces inactivo, cerraremos tu sesión para proteger tu información.                                   |                                        |                                               |                |                          |        |                           |
| 1                                                      |   |   | Button  | Sign Off                                                                                                   | Salir                                                                                                        | Close this dialog and sign off.        | Cancelar este diálogo y regresar a la página. |                |                          |        |                           |
| 2                                                      |   |   | Button  | Stay Active                                                                                                | Permanecer activo                                                                                            | Close this dialog and stay active.     | Cerrar este diálogo y salir.                  |                |                          |        |                           |
| FUSION: SIGN OFF MODULE, TIME OUT NOTIFICATION         |   |   |         |                                                                                                            |                                                                                                              |                                        |                                               |                |                          |        |                           |
| D                                                      | T | M | ELEMENT | COPY                                                                                                       | COPY (SPANISH)                                                                                               | ADA                                    | ADA (SPANISH)                                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                     |
|                                                        |   |   | Text    | We have ended your account session to protect your information. To return to your account, please sign on. | Hemos cerrado la sesión de tu cuenta para proteger tu información. Para regresar a tu cuenta, inicia sesión. |                                        |                                               |                |                          |        | Account Notification      |
| FUSION: SIGN OFF MODULE, 60-MIN. TIME OUT NOTIFICATION |   |   |         |                                                                                                            |                                                                                                              |                                        |                                               |                |                          |        |                           |
| D                                                      | T | M | ELEMENT | COPY                                                                                                       | COPY (SPANISH)                                                                                               | ADA                                    | ADA (SPANISH)                                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                     |
|                                                        |   |   | Text    | Your 60-minute session time limit has expired. To return to your account, please sign on.                  | Tu sesión de 60 minutos ha expirado. Para regresar a tu cuenta, por favor inicia sesión.                     |                                        |                                               |                |                          |        | Account Notification      |

Fusion 7 White Label Standard

# Unsaved Changes Modal

# User Flow: Unsaved Changes Modal - Make A Payment



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

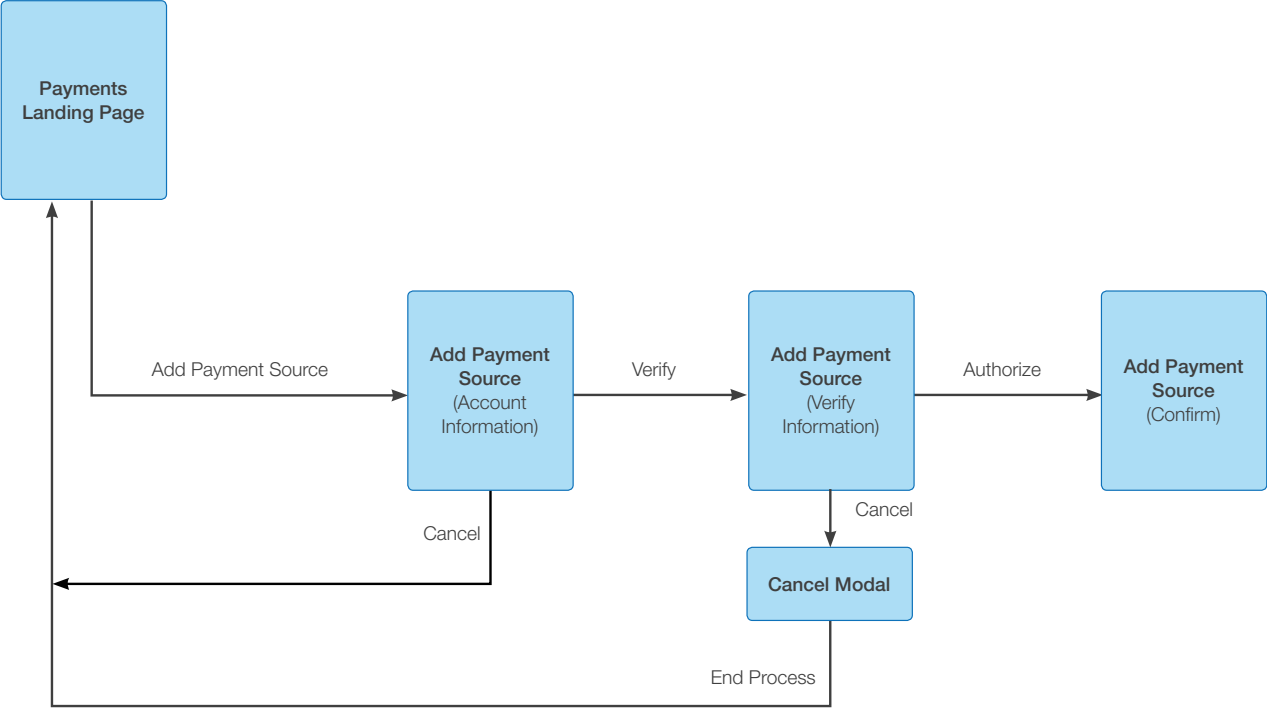
Off Page Reference

\*

Required



# User Flow: Unsaved Changes Modal - Add Payment Source



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

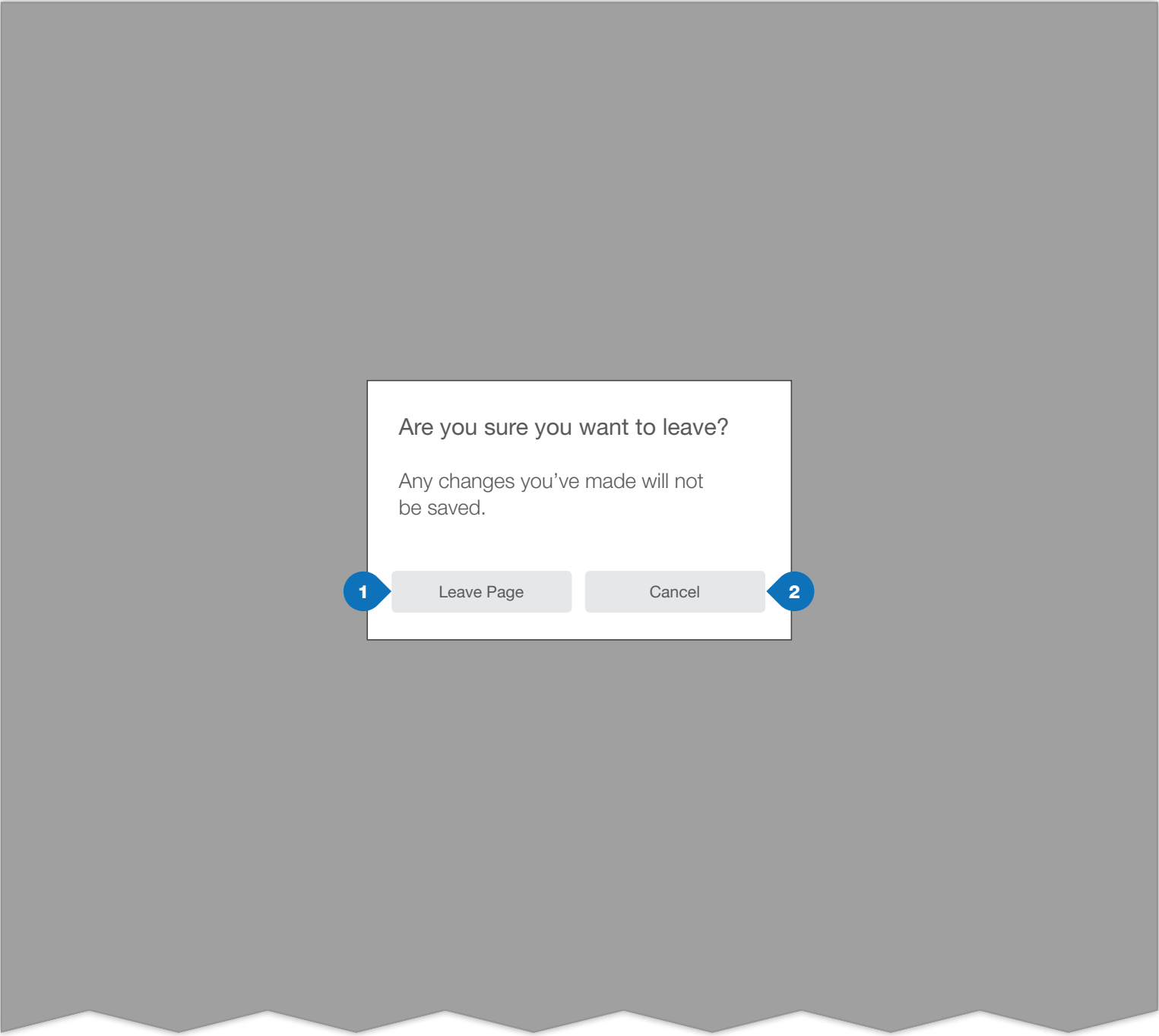
Decision

Off Page Reference

\*

Required

## Wireframe: Unsaved Changes Modal, Large View



### Page Notes

Module Type: Transactional Module

This is the Unsaved Changes Modal. This modal is displayed if the user interacts with a form in a module, landing or process page and navigates away from the page without saving changes. Display this modal on the second and verification steps of processes or one-step process pages.

Content and interactions are consistent across all breakpoints.

### Interaction Notes

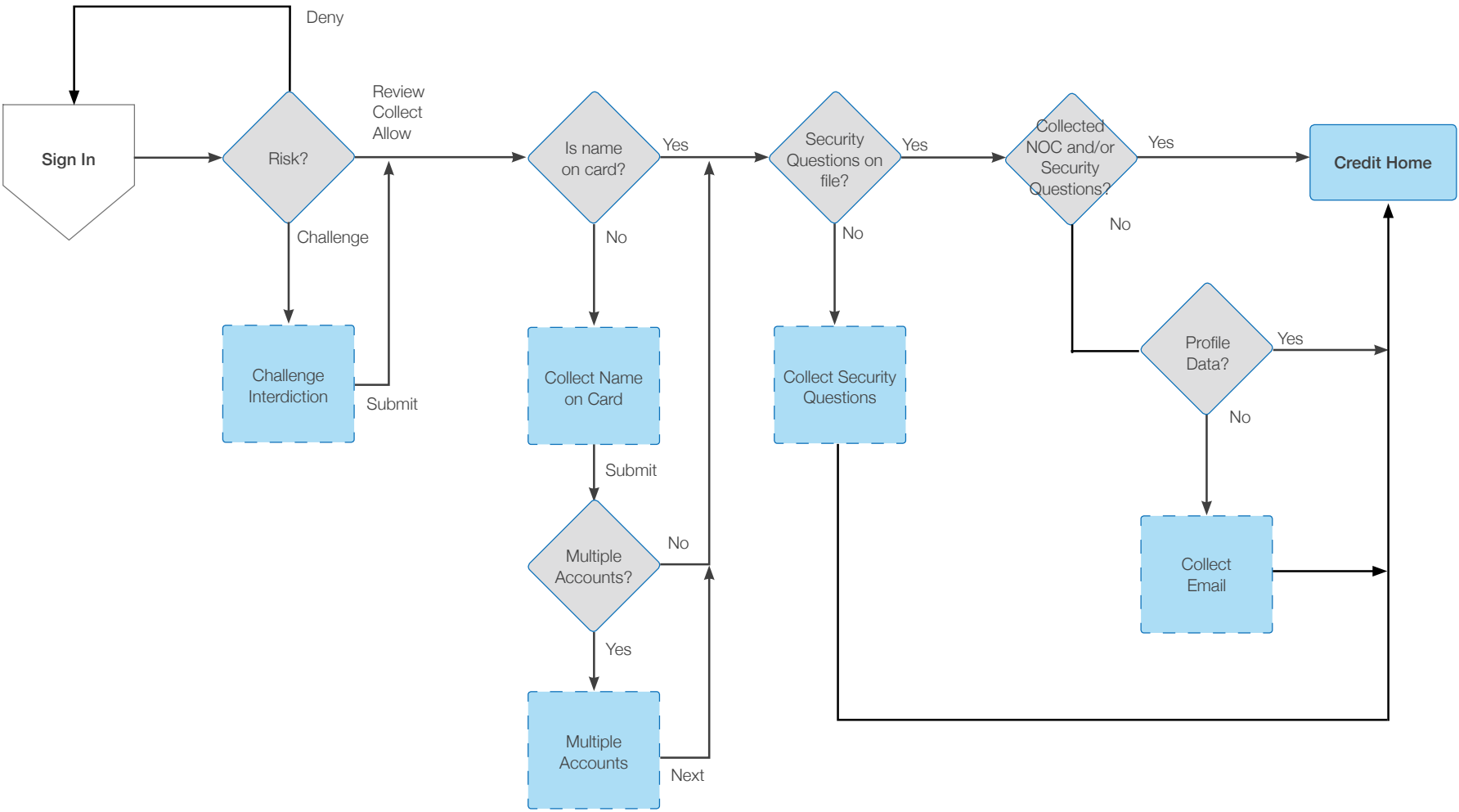
| Key | Element           | Action                                                                        | Notes                                                                                                                                 |
|-----|-------------------|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Leave Page Button | onClick closes window and returns user to the parent landing page.            | Example: If the user is on the verify step of Make A Payment, canceling the process would take the user back to Payments Landing Page |
| 2   | Cancel Button     | onClick closes window and returns user to current step in transaction process |                                                                                                                                       |



| FUSION: UNSAVED CHANGES MODAL |   |   |                    |                                            |                                                      |                                                   |                                                               |                |                          |        |       |
|-------------------------------|---|---|--------------------|--------------------------------------------|------------------------------------------------------|---------------------------------------------------|---------------------------------------------------------------|----------------|--------------------------|--------|-------|
| D                             | T | M | ELEMENT            | COPY                                       | COPY (SPANISH)                                       | ADA                                               | ADA (SPANISH)                                                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                               |   |   | Header             | Are you sure you want to leave?            | ¿Estás seguro de que deseas abandonar este proceso?  |                                                   |                                                               |                |                          |        |       |
|                               |   |   | Copy               | Any changes you've made will not be saved. | Cualquier cambio que hayas realizado no se guardará. |                                                   |                                                               |                |                          |        |       |
|                               |   |   | Button (Secondary) | Cancel                                     | Cancelar                                             | Cancel leaving and return to the current process. | Cancelar la opción de abandonar y regresar al proceso actual. |                |                          |        |       |
|                               |   |   | Button (Primary)   | Leave Page                                 | Abandonar página                                     | Leave this page without saving.                   | Abandonar esta página sin guardar.                            |                |                          |        |       |

Fusion 7 White Label Standard

# Information Collect Module



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

Off Page Reference

Required

Wireframe: Information Collect Module - Email, Large View

Update Your Profile

Enter Your Information

Duis mollis, est non commodo luctus.

Email Address

Email Policy

Confirm Email Address

+ Add this email to other cards

1

Continue

2

Page Notes

Module Type: Transactional Module

The user must provide a valid e-mail address before proceeding to Credit Home. If DCF is down, let the user pass through and collect information on the next sign on.

If the user has multiple linked cards and does not have an email for a card other than the one they are currently viewing, then serve a page level notification asking them to enter email for that card. onClick the notification displays the Edit Email view of the Contact Information drawers within the Card Profile Module.

Content and interactions are consistent across all breakpoints. If the user clicks the browser back button, they are returned to the Sign On module. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                            | Action                                                                                                                        | Notes                                                                                                         |
|-----|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| 1   | Add this email to other cards link | onClick expands other eligible cards                                                                                          | See Edit view of the <i>Contact Information Drawer</i>                                                        |
| 2   | Continue Button                    | onClick validates data, saves the email to account and then displays Credit Home (Credit Home) with confirmation notification | Displays form error if data is invalid.<br><br>Collection content is conditional based on account conditions. |

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Wireframe: Information Collect Module - Email, Extra Small View

Update Your Profile

Enter Your Information

Duis mollis, est non commodo luctus.

EMAIL ADDRESS

Email Policy

CONFIRM EMAIL ADDRESS

+ Add this email to other cards

Continue

Page Notes

Module Type: Transactional Module

Providing Email and valid entry is required before user can proceed to Credit Home. If the user has other cards without an associated email, displays “Add this email to other cards.”

If the user clicks the browser back button, they are returned to the Sign On module. If the module fails to load, displays Module Failure.

# Wireframe: Information Collect Module - Security Questions Modal, Large View

LOREM IPSUM DOLOR SIT

Enter Your Information

Duis mollis, est non commodo luctus.

SECURITY QUESTIONS

Select Question 1

Select Question 2

Select Question 3

Continue

## Page Notes

Module Type: Transactional Module

This is the Security Question Collection Module in a Modal view. It can be used or displayed on any page as needed. Content and interactions are consistent across all breakpoints.



| FUSION: SECURITY CAPTURE PAGE TITLE |   |   |             |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                       |                                     |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |        |                                                                               |
|-------------------------------------|---|---|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------|
| D                                   | T | M | ELEMENT     | COPY                                                                                                                                                                                                                                                                                                         | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                     | ADA                   | ADA (SPANISH)                       | ERROR MESSAGES                                                                                                                                                                                                                                                                                         | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                      | CMS ID | NOTES                                                                         |
|                                     |   |   | Header      | Update Your Profile                                                                                                                                                                                                                                                                                          | Actualizar tu perfil                                                                                                                                                                                                                                                                                                                                                               |                       |                                     |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |        | Implement as Page Title module                                                |
| FUSION: SECURITY CAPTURE            |   |   |             |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                       |                                     |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |        |                                                                               |
| D                                   | T | M | ELEMENT     | COPY                                                                                                                                                                                                                                                                                                         | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                     | ADA                   | ADA (SPANISH)                       | ERROR MESSAGES                                                                                                                                                                                                                                                                                         | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                      | CMS ID | NOTES                                                                         |
|                                     |   |   | Header      | Enter Your Information                                                                                                                                                                                                                                                                                       | Ingresa tu información                                                                                                                                                                                                                                                                                                                                                             |                       |                                     |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |        |                                                                               |
|                                     |   |   | Copy        | Please provide the following information to complete your profile.                                                                                                                                                                                                                                           | Por favor proporciona la siguiente información para completar tu perfil.                                                                                                                                                                                                                                                                                                           |                       |                                     |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |        |                                                                               |
|                                     |   |   | Field Label | Email Address                                                                                                                                                                                                                                                                                                | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                 |                       |                                     | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br><b>Please enter your Email Address in the following format: user@domain.com.</b>                                                                                                                                                | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br><b>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.</b>                                                                                                                                                          |        | Appears if user does not have an email address on file                        |
|                                     |   |   | Field Help  | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                       |                                     |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |        | Field help text<br><br>Appears if user does not have an email address on file |
|                                     |   |   | Link        | <a href="#">Email Policy</a>                                                                                                                                                                                                                                                                                 | <a href="#">Normas sobre el Email</a>                                                                                                                                                                                                                                                                                                                                              | Email Address Policy. | Normas sobre la Dirección de Email. |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |        | Appears if user does not have an email address on file                        |
|                                     |   |   | Field Label | Confirm Email Address                                                                                                                                                                                                                                                                                        | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                                       |                       |                                     | Client-Side Errors [Field Level]:<br>If blank:<br><b>Please re-enter the Email Address you entered above.</b><br><br>If Email and Confirm Email fields do not match:<br><b>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com.</b> | Errores por parte del cliente:<br>Si está en blanco:<br><b>Vuelve a ingresar la Dirección de Email que ingresaste arriba.</b><br><br>Si los cambios Email y Confirmar Email no coinciden:<br><b>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.</b> |        | Appears if user does not have an email address on file                        |

|                                                                   |   |   |                         |                                                                                           |                                                                                                                                  |                           |                        |                |                          |        |                                                                                                                                   |
|-------------------------------------------------------------------|---|---|-------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------|
|                                                                   |   |   | Link                    | Add this email to other cards                                                             | Agregar este email a otras tarjetas                                                                                              |                           |                        |                |                          |        | Appears if the user has multiple cards on file                                                                                    |
|                                                                   |   |   | Checkbox                | [Card/Program Name]<br>Ending in [XXXX]                                                   | [Nombre de Tarjeta/Programa]<br>Que termina en [XXXX]                                                                            |                           |                        |                |                          |        | Appears if the user clicks “apply these edits to other cards”<br><br>Appears once for each card                                   |
|                                                                   |   |   | Button (Primary)        | Continue                                                                                  | Continuar                                                                                                                        | Continue to your account. | Continuar a tu cuenta. |                |                          |        | Appears if user does not have security questions on file                                                                          |
| FUSION: SECURITY QUESTION COLLECTION MODULE (INFORMATION COLLECT) |   |   |                         |                                                                                           |                                                                                                                                  |                           |                        |                |                          |        |                                                                                                                                   |
| D                                                                 | T | M | ELEMENT                 | COPY                                                                                      | COPY (SPANISH)                                                                                                                   | ADA                       | ADA (SPANISH)          | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                             |
|                                                                   |   |   | Header                  | Enter Your Information                                                                    | Ingresa tu información                                                                                                           |                           |                        |                |                          |        |                                                                                                                                   |
|                                                                   |   |   | Copy                    | Please provide the following information to complete your profile.                        | Por favor proporciona la siguiente información para completar tu perfil.                                                         |                           |                        |                |                          |        |                                                                                                                                   |
|                                                                   |   |   | Sub-header              | Security Questions                                                                        | Preguntas de Seguridad                                                                                                           |                           |                        |                |                          |        | Appears if user does not have security questions on file                                                                          |
|                                                                   |   |   | Drop Down Label State   | Select Question [#] (Repeat for all other Security Questions)                             | Selecciona la Pregunta [#] (Repetir para todas las otras Preguntas de Seguridad)                                                 |                           |                        |                |                          |        | Appears if user does not have security questions on file<br><br>(Before Question is selected)                                     |
|                                                                   |   |   | Drop Down Label State 2 | Select Question [#] (Repeat for all other Security Questions)                             | Selecciona la Pregunta [#] (Repetir para todas las otras Preguntas de Seguridad)                                                 |                           |                        |                |                          |        | Appears if user does not have security questions on file                                                                          |
|                                                                   |   |   | Drop Down Text          | [Display Security questions per business rules] (Repeat for all other Security Questions) | [Mostrar las preguntas de Seguridad de acuerdo con las reglas comerciales] (Repetir para todas las otras Preguntas de Seguridad) |                           |                        |                |                          |        | Appears if user does not have security questions on file<br><br>Error message will only display once when the user clicks “Next.” |
|                                                                   |   |   | Question Field Label    | Question [#]                                                                              | Pregunta [#]                                                                                                                     |                           |                        |                |                          |        | Appears if user does not have security questions on file                                                                          |
|                                                                   |   |   | Field Text              | [Display the selected security question]                                                  | [Mostrar la pregunta de seguridad seleccionada]                                                                                  |                           |                        |                |                          |        | Appears if user does not have security questions on file                                                                          |

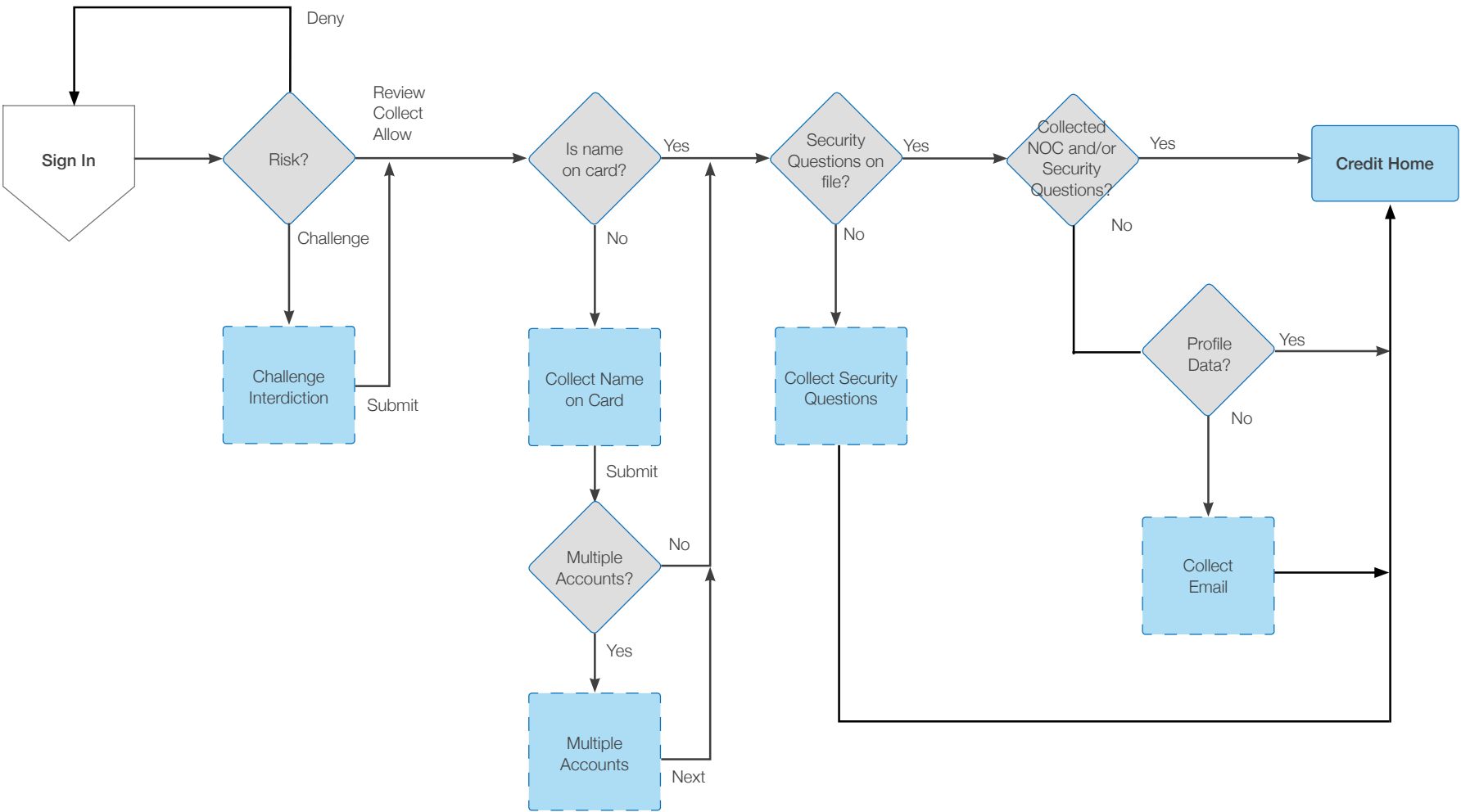


|  |  |  |                  |                         |                                    |                                                |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                          |
|--|--|--|------------------|-------------------------|------------------------------------|------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------|
|  |  |  | Button           | Edit                    | Editar                             | Edit Security Question [#].                    | Editar Pregunta de Seguridad [#].                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | Appears if user does not have security questions on file                                                 |
|  |  |  | Button State     | Cancel                  | Cancelar                           | Cancel and return to Security Question screen. | Cancelar y regresar a la pantalla de Pregunta de Seguridad. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | Appears if user does not have security questions on file<br><br>(Changes when question options dropdown) |
|  |  |  | Text Field       | [Display user's answer] | [Mostrar la respuesta del usuario] | Answer to Security Question [#].               | Respuesta a la Pregunta de Seguridad [#].                   | Client-Side Errors [Field Level]:<br>If blank:<br>Please answer your chosen Security Question.                                                                                                                                                                                                                                                                                                                                                                                                 | Error por parte del cliente:<br>If blank:<br>Por favor, responde tu Pregunta de Seguridad elegida.                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Appears if user does not have security questions on file                                                 |
|  |  |  |                  |                         |                                    |                                                |                                                             | If answer contains 3 characters or fewer:<br>Your answer must contain at least 4 characters.<br><br>If answer matches another security question's answer:<br>You used this answer for another question. Please use a different answer for each question.<br><br>If answer contains special characters:<br>Your answer cannot have special characters, such as & and ()<br><br>If answer has more than two repeating characters:<br>Your answer cannot have more than two repeating characters. | Si la respuesta contiene 3 caracteres o menos:<br>Tu respuesta debe contener por lo menos 4 caracteres.<br><br>Si la respuesta coincide con otra respuesta a una pregunta de seguridad:<br>Utilizaste esta respuesta para otra pregunta. Usa una respuesta diferente para cada pregunta.<br><br>Si la respuesta contiene caracteres especiales:<br>Tu respuesta no puede tener caracteres especiales, como & y ()<br><br>Si la respuesta tiene más de dos caracteres repetidos:<br>Tu respuesta no puede tener más de dos caracteres repetidos. |  | Appears if user does not have security questions on file                                                 |
|  |  |  | Button (Primary) | Continue                | Continuar                          | Continue to your account.                      | Continuar a tu cuenta.                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                          |

Fusion 7 White Label Standard

# Unmapped Name On Card - Authenticated

# User Flow, Unmapped Name on Card



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

Off Page Reference

\*

Required

## Wireframe: Unmapped Name on Card, Large View

## Page Notes

Module Type: Transactional Module

User must provide Unmapped Name on Card before continuing to Credit Home. Content and interactions are consistent across all breakpoints. Page loads in the unauthenticated state with the Card Selector disabled.

If the user clicks the browser back button, they are returned to the Sign On module. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element         | Action                                                                                                                    | Notes                                                                                                                                                                                           |
|-----|-----------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Continue Button | onClick validates data and saves the Name on Card to account and displays Credit Home page with confirmation notification | <p>If user has multiple accounts then displays the Multiple Accounts page. See next page for wireframe.</p> <p>If data is invalid, display form error. Lockout after third invalid attempt.</p> |

Wireframe: Unmapped Name on Card, Extra Small View

Update Your Profile

Enter Your Information

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn.

Name as it Appears on Your Card

Continue

Page Notes

Module Type: Transactional Module

User must provide Unmapped Name on Card before continuing to Credit Home. Content and interactions are consistent across all breakpoints. Page loads in the unauthenticated state with the Card Selector disabled.

If the user clicks the browser back button, they are returned to the Sign On module. If the module fails to load, displays Module Failure.

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Wireframe: Unmapped Name on Card - Multiple Accounts, Large View

Update Your Profile

Thank You for Verifying Your Information

Maecenas faucibus mollis interdum. Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

USER ID:

Us●●●●23

FOR YOUR PROTECTION, THE FOLLOWING ACCOUNTS ARE NO LONGER ASSOCIATED WITH THIS USER ID:

Account Ending in1234

Account Ending in 5678

Next

Page Notes

Module Type: Transactional Module

Content and interactions are consistent across all breakpoints. Page loads in the unauthenticated state with the Card Selector disabled. If the module fails to load, displays Module Failure.



Wireframe: Unmapped Name on Card - Multiple Accounts, Extra Small View

Update Your Profile

Thank You for Verifying Your Information

Maecenas faucibus mollis interdum. Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

USER ID:

Us●●●●23

For your protection, the following accounts are no longer associated with this User ID:

Account Ending in1234

Account Ending in 5678

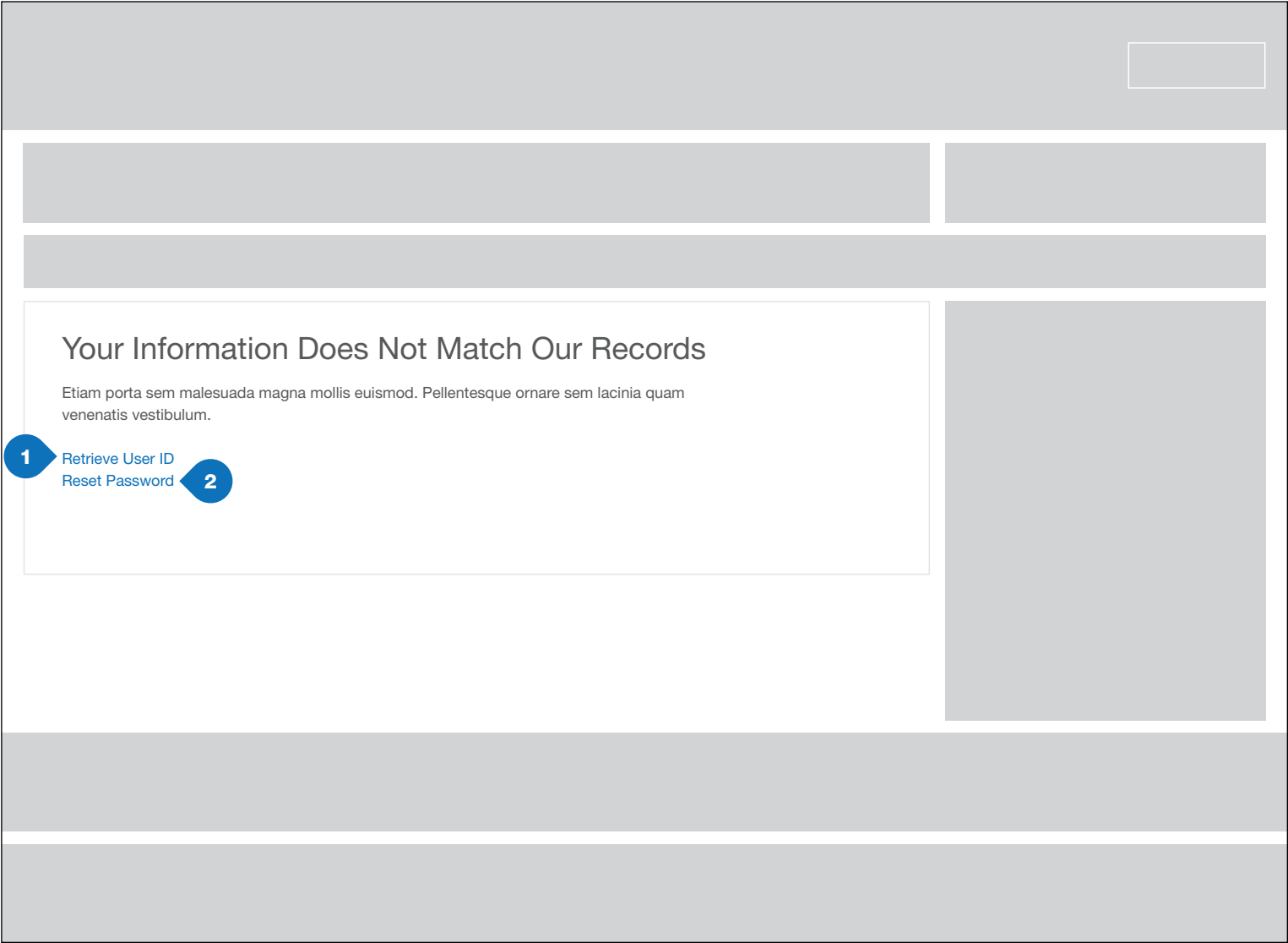
Next

Page Notes

Module Type: Transactional Module

Content and interactions are consistent across all breakpoints. Page loads in the unauthenticated state with the Card Selector disabled. If the module fails to load, displays Module Failure.

# Wireframe: Unmapped Name on Card - Multiple Accounts, Large View



## Page Notes

Module Type: Transactional Module

Content and interactions are consistent across all breakpoints. Page loads in the unauthenticated state with the Card Selector disabled. If the module fails to load, displays Module Failure.

## Interaction Notes

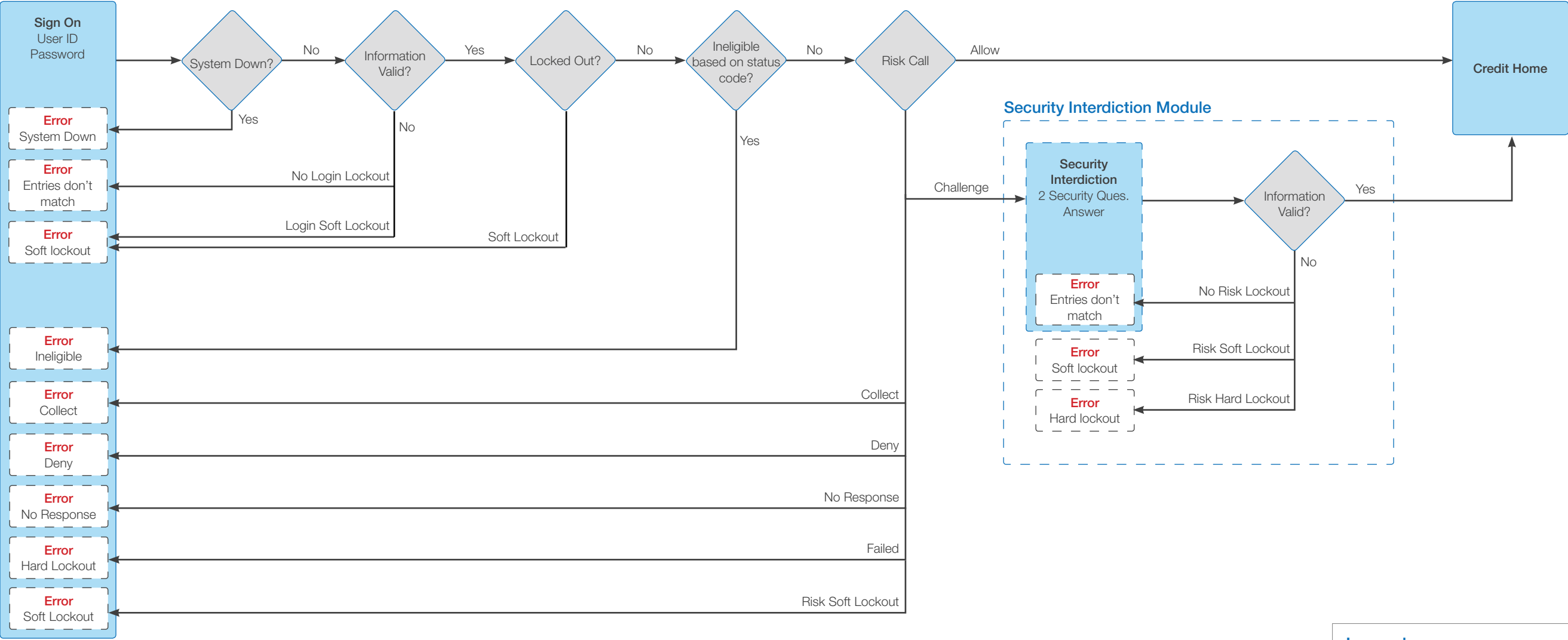
| Key | Element               | Action                                                                  | Notes |
|-----|-----------------------|-------------------------------------------------------------------------|-------|
| 1   | Retrieve User ID Link | onClick opens a new browser window and displays the Forgot User ID flow |       |
| 2   | Reset Password Link   | onClick opens a new browser window and displays the Reset Password flow |       |



| FUSION: UNMAPPED NAME ON CARD, PAGE TITLE |   |   |             |                                                                          |                                                                          |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        |                                |
|-------------------------------------------|---|---|-------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------|
| D                                         | T | M | ELEMENT     | COPY                                                                     | COPY (SPANISH)                                                           | ADA                       | ADA (SPANISH)          | ERROR MESSAGES                                                                                                                                                                                                                                                     | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                     | CMS ID | NOTES                          |
|                                           |   |   | Header      | Update Your Profile                                                      | Actualizar tu perfil                                                     |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        | Implement as Page Title module |
| UNMAPPED NAME ON CARD, ENTER INFORMATION  |   |   |             |                                                                          |                                                                          |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        |                                |
| D                                         | T | M | ELEMENT     | COPY                                                                     | COPY (SPANISH)                                                           | ADA                       | ADA (SPANISH)          | ERROR MESSAGES                                                                                                                                                                                                                                                     | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                     | CMS ID | NOTES                          |
|                                           |   |   | Header      | Enter Your Information                                                   | Ingresa tu información                                                   |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        |                                |
|                                           |   |   | Copy        | For your protection, please provide the following information.           | Para tu protección, suministra la siguiente información.                 |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        |                                |
|                                           |   |   | Field Label | Name as It Appears on Your Card                                          | Nombre tal como aparece en tu tarjeta                                    |                           |                        | Client-Side Errors [Field Level]:<br>Please enter the Name as It Appears on Your Card without using numbers. Certain special characters are not allowed.<br><br>If blank, or contains less than 2 characters:<br>Please enter the Name as It Appears on Your Card. | Errores por parte del cliente:<br>Ingresa el Nombre tal como aparece en tu tarjeta sin utilizar números. Algunos caracteres especiales no están permitidos.<br><br>Si está en blanco, o contiene menos de 2 caracteres:<br>Ingresa el Nombre tal como aparece en tu tarjeta. |        |                                |
|                                           |   |   | Button      | Continue                                                                 | Continuar                                                                | Continue to your profile. | Continuar a tu perfil. |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        |                                |
| UNMAPPED NAME ON CARD, LOCKOUT TAKEOVER   |   |   |             |                                                                          |                                                                          |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        |                                |
| D                                         | T | M | ELEMENT     | COPY                                                                     | COPY (SPANISH)                                                           | ADA                       | ADA (SPANISH)          | ERROR MESSAGES                                                                                                                                                                                                                                                     | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                     | CMS ID | NOTES                          |
|                                           |   |   | Heading     | Your Information Does Not Match Our Records                              | Tu información no coincide con nuestros registros.                       |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        |                                |
|                                           |   |   | Text        | For your security, the account you are trying to access has been locked. | Por tu seguridad, la cuenta a la que intentas acceder ha sido bloqueada. |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        |                                |
|                                           |   |   | Link        | Retrieve User ID                                                         | Recuperar Identificación de Usuario                                      |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        | Links to Retrieve User ID Flow |
|                                           |   |   | Link        | Reset Password                                                           | Restablecer Contraseña                                                   |                           |                        |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                              |        | Links to Reset Password Flow   |

Fusion 7 White Label Standard

# Sign On Module



Legend

Screen

Conditional Screen

Modal

Conditional Modal

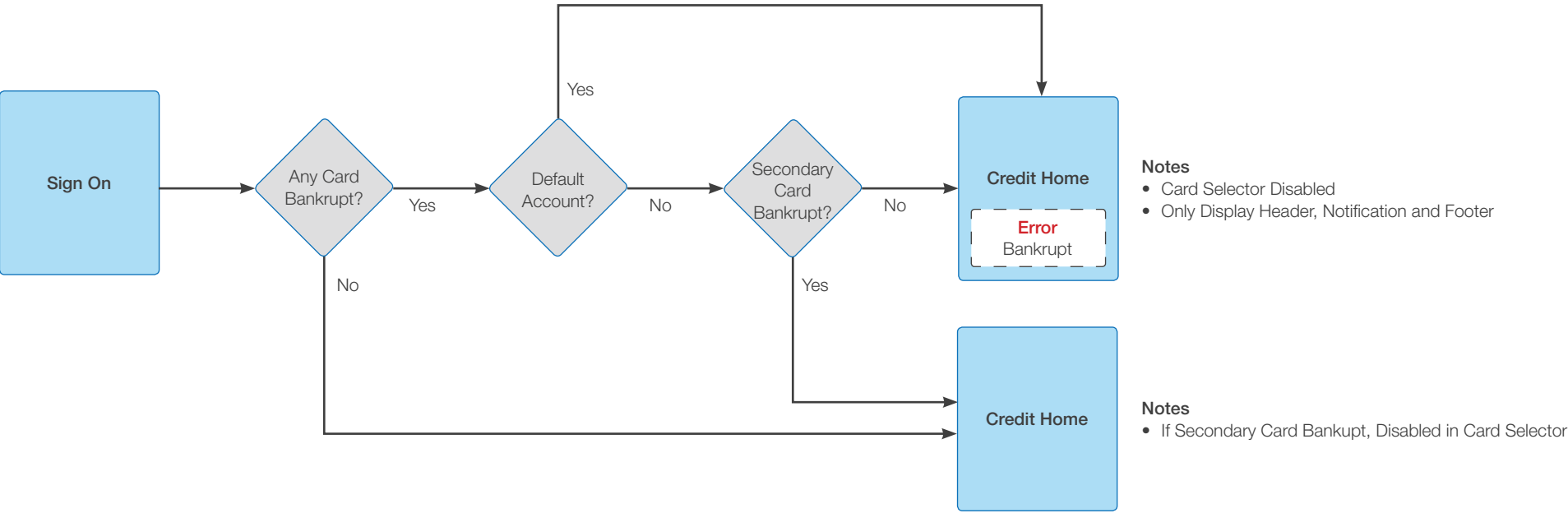
Notification

Decision

Off Page Reference

\*

Required



Legend

|                                                                                       |                    |                                                                                       |                    |
|---------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------|--------------------|
|  | Screen             |  | Notification       |
|  | Conditional Screen |  | Decision           |
|  | Modal              |  | Off Page Reference |
|  | Conditional Modal  |  | Required           |

Sign On



User ID

☐ Remember My User ID

Password

Sign On

[Retrieve User ID >](#)[Reset Password >](#)

Register Your Card

Adit eum es ellam volupta nulluptur ad moluptu remolo temquaessit quaeritamus es corecte

Hendit ut dolendae modisqu aeroxidis



### Page Notes

Credit Module Type: Transactional

User enters User ID and Password. If criteria is met, user is authenticated and presented with the account Credit Home. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

### Interaction Notes

| Key | Element                      | Action                                                                                                                                                                                                                                                                                                                                                                                           | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Flag Icon                    | None                                                                                                                                                                                                                                                                                                                                                                                             | Conditional based upon partner preference                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2   | User ID Field                | <p>onClick activates the field. A field level error is displayed if the user leaves the field without entering any characters</p> <p>If the user has a saved User ID then the system will mask and display it in the field, and will preselect the checkbox. The User ID will be unmasked if the user clicks within the field. If the user edits the User ID the checkbox will be deselected</p> | <p>See <i>Global Elements</i> for error information</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 3   | Remember My User ID Checkbox | <p>onClick selects or deselects the checkbox to remember the User's ID</p> <p>If the user has a saved User ID then the system will mask and display it in the field, and will preselect the checkbox</p>                                                                                                                                                                                         | <p>If the user selects checkbox and successfully signs on or hits the security interdiction, the User ID is remembered and the checkbox is preselected on the user's next visit</p> <p>If the user selects the checkbox and fails server side validation, the user stays on the Sign On page and the checkbox is deselected</p> <p>If the user has saved their User ID, returns to the Sign On page and changes their ID, the checkbox is deselected</p> <p>If the user has saved their User ID, returns to the Sign On page, deselects the checkbox and successfully signs on or hits the security interdiction, the User ID will not be remembered on the user's next visit</p> <p>If a user has saved their User ID and a second user comes to the Sign On page, changes the User ID, reselects the checkbox and successfully signs on or hits the security interdiction, the second User ID is remembered and the checkbox is preselected on the user's next visit</p> |
| 4   | Password Field               | <p>onClick activates the field. A field level error is displayed if the user leaves the field without entering any characters</p>                                                                                                                                                                                                                                                                | <p>See <i>Global Elements</i> for error information</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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Sign On



User ID

☐ Remember My User ID

Password

5

Sign On

6

Retrieve User ID >

Reset Password >

7

8

Register Your Card

Adit eum es ellam volupta nulluptur ad moluptu remolo temquaessit quaeritamus es corecte

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9

Page Notes

Credit Module Type: Transactional

User enters User ID and Password. If criteria is met, user is authenticated and presented with the account Credit Home. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                   | Action                                                                                                                                                             | Notes                                                                                                |
|-----|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 5   | Sign On Button            | onClick the data is submitted and the button updates to a button processing state during submission; if an error is found a module level displays an error message | See <i>Global Elements</i> for more information on the button processing state and error information |
| 6   | Retrieve User ID Link     | onClick displays the Verify Card Details page for the User ID flow within the same window                                                                          | See <i>Wireframe: Forgot User ID - Card Details, Large View</i>                                      |
| 7   | Reset Password Link       | onClick displays the Verify Card Details page for the Reset Password flow within the same window                                                                   | See <i>Wireframe: Forgot Password - Card Details, Large View</i>                                     |
| 8   | Register Your Card Button | onClick displays the Registration screen within the same window                                                                                                    | See <i>Wireframe: Forgot Password - Card Details, Large View</i>                                     |
| 9   | Citi Logo                 | None                                                                                                                                                               | Conditional content; appears based upon partner preference.                                          |



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Cras justo odio dapibus ac facilisis in egestas eget quam.

Page Notes

If the user has a bankrupt or charged off card then display the Credit Home and header, footer and an error notification. Content and interactions are consistent across all breakpoints.

| FUSION: SIGN ON MODULE |   |   |                          |                     |                                       |     |               |                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |                                                     |
|------------------------|---|---|--------------------------|---------------------|---------------------------------------|-----|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------|
| D                      | T | M | ELEMENT                  | COPY                | COPY (SPANISH)                        | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                               | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                   | CMS ID | NOTES                                               |
|                        |   |   | Heading                  | SIGN ON             | INICIO DE SESIÓN                      |     |               |                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |                                                     |
| 1                      |   |   | Alphanumeric Field Label | USER ID             | Identificación de Usuario             |     |               | <div>Client side error, field level, blank field:<br/>Please enter your User ID to sign on.</div> <div>Client side error, field level, insufficient characters:<br/>Your User ID must be five to 32 characters in length.</div> <div>Client side error, field level, unaccepted special characters<br/>Please try again. Certain special characters are not allowed.</div>   | <div>Error del lado del cliente, nivel de campo, campo en blanco:<br/>Ingresa tu Identificación de Usuario para iniciar sesión.</div> <div>Error del lado del cliente, nivel de campo, caracteres insuficientes:<br/>La Identificación de Usuario debe tener una extensión de cinco a 32 caracteres.</div> <div>Client side error, field level, unaccepted special characters.<br/>Por favor, inténtelo de nuevo. Algunos caracteres especiales no están permitidos.</div> |        | See field matrix for unaccepted special characters. |
| 2                      |   |   | Checkbox                 | Remember My User ID | Recordar mi Identificación de Usuario |     |               |                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |                                                     |
| 3                      |   |   | Alphanumeric Field Label | PASSWORD            | CONTRASEÑA                            |     |               | <div>Client side error, field level, blank field:<br/>Please enter your Password to sign on.</div> <div>Client side error, field level, insufficient characters:<br/>Your Password must be six to 32 characters in length.</div> <div>Client side error, field level, unaccepted special characters.<br/>Please try again. Certain special characters are not allowed.</div> | <div>Error del lado del cliente, nivel de campo, campo en blanco:<br/>Ingresa tu Contraseña para iniciar sesión.</div> <div>Error del lado del cliente, nivel de campo, caracteres insuficientes:<br/>Tu Contraseña debe tener una extensión de seis a 32 caracteres.</div> <div>Client side error, field level, unaccepted special characters.<br/>Por favor, inténtelo de nuevo. Algunos caracteres especiales no están permitidos.</div>                                |        | See field matrix for unaccepted special characters. |



|   |  |  |        |                                                                                 |                                                                                                    |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                  |
|---|--|--|--------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------|
| 4 |  |  | Button | Sign On                                                                         | Inicio de Sesión                                                                                   |  |  | <div>Server side error, module level, non-match authentication (Failure Conditions):<ul style="list-style-type: none"><li>User ID Missing, password present</li><li>User Password Missing, ID present</li><li>User ID and Password both missing.</li><li>User ID or Password entered incorrectly. (IFX error code 1880)</li><li>User ID correct and Password entered after 3 incorrect attempts. (IFX error code 9003) (AO Response Code Fail_Login)</li><li>Account Locked (AO Response Code Fail_Account Locked)</li></ul></div> <div>The information you entered does not match our records. For your protection, multiple unsuccessful log-ins will result in a temporary account lockout. To avoid a lockout, please look up your User ID or reset your Password.</div> | <div>Error del lado del cliente, nivel de módulo, no coincide la autenticación (Condiciones de Falla):<ul style="list-style-type: none"><li>Falta Identificación de Usuario, hay Contraseña</li><li>Falta Contraseña de Usuario, hay Identificación de Usuario</li><li>Faltan la Identificación de Usuario y la Contraseña.</li><li>La Identificación de Usuario o la Contraseña se ingresaron incorrectamente. (Código de error IFX 1880)</li><li>Identificación de Usuario correcta y Contraseña ingresados después de 3 intentos incorrectos. (Código de error IFX 9003) (Código de Respuesta AO Fail_Login)</li></ul></div> <div>Cuenta Bloqueada</div> <div>(Código de Respuesta AO Fail_Account Bloqueada)</div> <div>La información que ingresaste no coincide con nuestros registros. Para tu protección, varios intentos de inicio de sesión incorrectos darán lugar un bloqueo temporario de tu cuenta. Para evitar un bloqueo, busca tu Identificación de Usuario o restablece tu Contraseña.</div> |  | Error message links to Retrieve User ID and Reset Password modules respectively. |
|   |  |  | Link   | Retrieve User ID                                                                | Recuperar Identificación de Usuario                                                                |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | Links to Retrieve User ID Flow                                                   |
|   |  |  | Link   | Reset Password                                                                  | Restablecer Contraseña                                                                             |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | Links to Reset Password Flow                                                     |
|   |  |  | Button | Register Your Card                                                              | Registra tu tarjeta                                                                                |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                  |
|   |  |  | Text   | To help protect your identity, please change your password every 60 to 90 days. | Para ayudarte a proteger tu identidad, por favor recuerda cambiar tu contraseña cada 60 a 90 días. |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                  |
|   |  |  | Text   | Your Credit Account is secured by                                               | Tu cuenta está garantizada por                                                                     |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | Conditional Element, Optional per partner request                                |

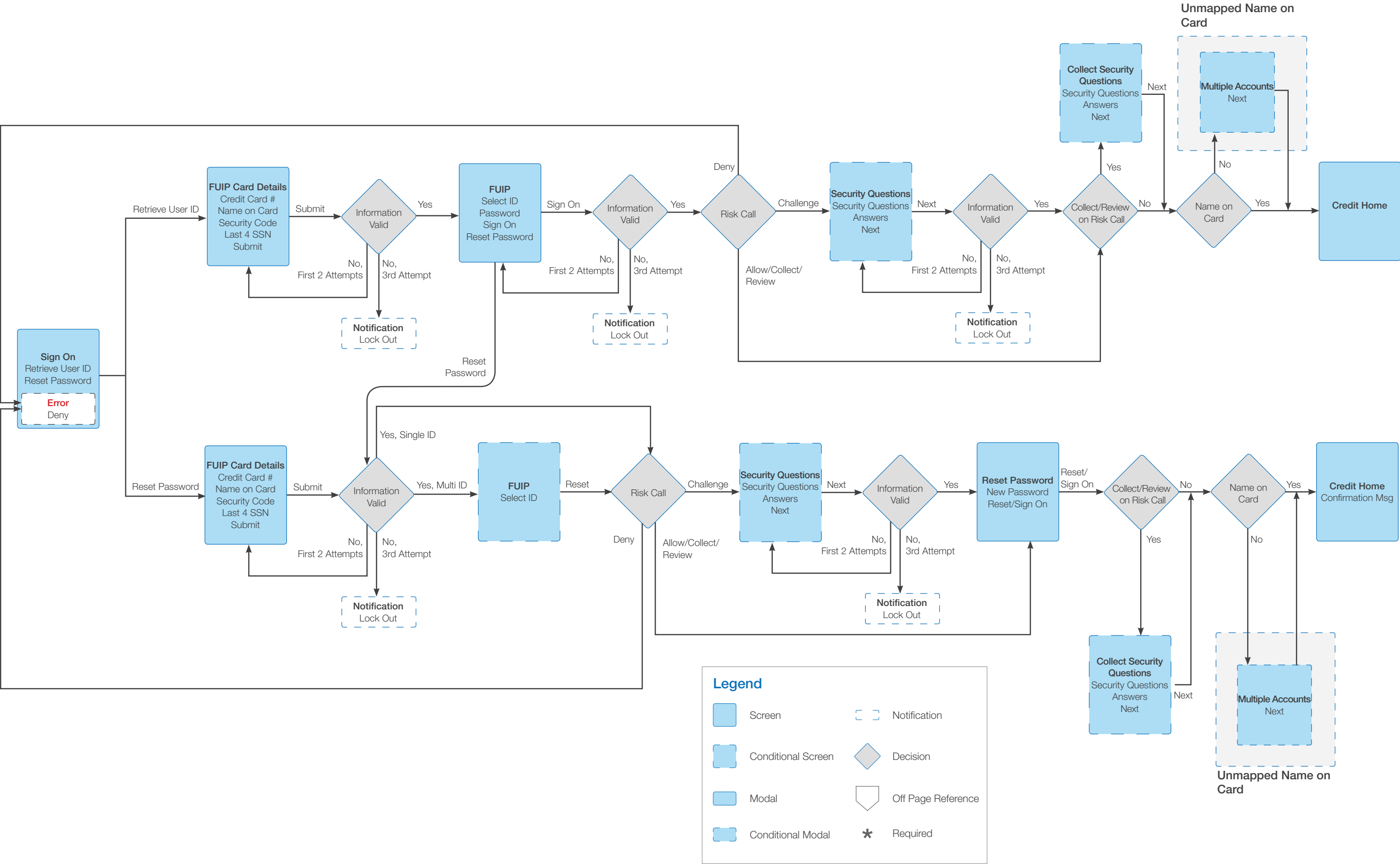
|                                  |   |   |                                      |                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                             |                                                                                                                      |                                                                                                                                                    |
|----------------------------------|---|---|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  |   |   | Image                                | (Citi Logo)                                                                                                                                                                                                                                                                                             | (N/A)                                                                                                                                                                                                                                                                                                                                              |     |               |                |                             |                                                                                                                      | Conditional Element,<br>Optional per partner<br>request                                                                                            |
| FUSION: NEW SESSION NOTIFICATION |   |   |                                      |                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                             |                                                                                                                      |                                                                                                                                                    |
| D                                | T | M | ELEMENT                              | COPY                                                                                                                                                                                                                                                                                                    | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES<br>(SPANISH) | CMS ID                                                                                                               |                                                                                                                                                    |
|                                  |   |   | Page-Level<br>Notification<br>(Text) | You can only be logged in to one account at a time. To access this account, please close other windows or tabs you may have open.                                                                                                                                                                       | Solo puedes entrar a una cuenta a la vez. Para acceder a esta cuenta, cierra otras ventanas o pestañas que hayas abierto.                                                                                                                                                                                                                          |     |               |                |                             | Account Notification, Sign On Page<br><br>Notification displays on the second site that the user attempts to access. |                                                                                                                                                    |
| SIGN ON: URGENT NOTIFICATIONS    |   |   |                                      |                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                             |                                                                                                                      |                                                                                                                                                    |
| D                                | T | M | ELEMENT                              | COPY                                                                                                                                                                                                                                                                                                    | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES<br>(SPANISH) | CMS ID                                                                                                               | NOTES                                                                                                                                              |
|                                  |   |   | Text (Urgent<br>Notification)        | Access Blocked<br><br>For security reasons, we cannot allow you to proceed.<br><br>For assistance, please call [Customer Service Phone Number].<br><br>International callers, call collect [International Phone Number].<br><br>TDD/TTY for the Hearing Impaired please contact: [TDD/TTY Phone Number] | Acceso Bloqueado<br><br>Por razones de seguridad, no podemos permitir que continúes.<br><br>Para recibir asistencia, llama al [Customer Service Phone Number].<br><br>Llamadas internacionales con cobro revertido al [International Phone Number].<br><br>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a: [TDD/TTY Phone Number] |     |               |                |                             |                                                                                                                      | Server side condition — Urgent Notification, Security Q&A DENY response when clicking Reset Password:<br><br>Condition 206 — CQ Validation Failure |

|  |  |  |                                       |                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |                                                                                                                                      |
|--|--|--|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | <div>Text (Urgent Notification)</div> | <div>Access Blocked</div> <div>For security reasons, we cannot allow you to proceed.</div> <div>For assistance, please call [Customer Service Phone Number].</div> <div>International callers, call collect [International Phone Number].</div> <div>TDD/TYY for the Hearing Impaired please contact: [TDD/TTY Phone Number]</div>                                         | <div>Acceso Bloqueado</div> <div>Por razones de seguridad, no podemos permitir que continúes.</div> <div>Para recibir asistencia, llama al [Customer Service Phone Number].</div> <div>Llamadas internacionales con cobro revertido al [International Phone Number].</div> <div>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a: [TDD/TTY Phone Number]</div>                                  |  |  |  |  |  | <div>Server side condition Urgent Notification, Security Q&amp;A is Down -or- hard Security Q&amp;A lockout:</div>                   |
|  |  |  | <div>Text (Urgent Notification)</div> | <div>Access Blocked for 24 Hours</div> <div>For your protection, we have blocked online access to your account for 24 hours.</div> <div>For assistance, please call [Customer Service Phone Number].</div> <div>International callers, call collect [International Phone Number].</div> <div>TDD/TYY for the Hearing Impaired please contact: [TDD/TTY Phone Number]</div> | <div>Acceso Bloqueado por 24 Horas</div> <div>Para tu protección, hemos bloqueado el acceso en línea a tu cuenta por 24 horas.</div> <div>Para recibir asistencia, llama al [Customer Service Phone Number].</div> <div>Llamadas internacionales con cobro revertido al [International Phone Number].</div> <div>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a: [TDD/TTY Phone Number]</div> |  |  |  |  |  | <div>Server side condition — Urgent Notification, soft lockout message:</div> <div>Condition 207 User meets Fail Counts, FFIEC</div> |

Fusion 7 White Label Standard

# Forgot User ID/Password Module

# User Flow: Forgot User ID/Password



# Wireframe: Forgot User ID - Card Details, Large View

1Quit

2Retrieve User ID

Verify Your Information

Please complete all fields to continue.

3Card Number

Name as It Appears on Card

Security Code

4

Last 4 Digits of the Primary Cardholder's SSN

5Cancel

6Verify

## Page Notes

Credit Module Type: Transactional

User must enter verification information to Retrieve User ID. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. For security collection and challenge scenarios, refer to the Security Question Collection Module and Security Question Challenge Module sections of this document.

## Interaction Notes

| Key | Element           | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Notes                                                         |
|-----|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| 1   | Quit Button       | onClick displays Quit module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | See Wireframe: Quit Module                                    |
| 2   | Header            | –                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conditional based on which flow the user accesses             |
| 3   | Card Number Field | onFocus activates the field and displays Card Number Field Help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                               |
| 4   | Tooltip           | onClick displays the tooltip                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                               |
| 5   | Cancel Link       | onClick returns the user to the Sign On module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | See Wireframe: Sign On, Large View                            |
| 6   | Verify Button     | onClick checks the client-side data for any formatting errors; if an error is found, displays a form field error; this does not count as an attempt. Otherwise, submits the data:<br><br>1. If the information could not be validated displays a module-level error and clears all fields; this counts as an attempt<br><br>2. If the user has exceeded the number of available attempts then the User ID is locked; displays the lock out variation<br><br>After the data is successfully validated:<br><br>3. If the user's card is valid, displays the Enter Password screen for Forgot ID with the User IDs masked and pre-populated in the User ID dropdown | 3) See Wireframe: Forgot User ID - Enter Password, Large View |

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Quit

Retrieve User ID

Sign On

User ID

1

Select User ID

Password

2

Reset Your Password

Sign On

| Page Notes                                                                                                                                                                                                                                 |                     |                                                                                                            |                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| Credit Module Type: Transactional                                                                                                                                                                                                          |                     |                                                                                                            |                                                                            |
| User is provided an option to select a User ID and sign on to an online account after passing the Verification Form. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. |                     |                                                                                                            |                                                                            |
| Interaction Notes                                                                                                                                                                                                                          |                     |                                                                                                            |                                                                            |
| Key                                                                                                                                                                                                                                        | Element             | Action                                                                                                     | Notes                                                                      |
| 1                                                                                                                                                                                                                                          | User ID Dropdown    | onClick expands the dropdown and displays User ID (unmasked)                                               |                                                                            |
| 2                                                                                                                                                                                                                                          | Reset Your Password | onClick displays the Reset Password flow                                                                   | 1) See Wireframe: Forgot Password - Select ID (Multi Accounts), Large View |
|                                                                                                                                                                                                                                            |                     | 1. If the user has multiple User IDs, displays the Forgot Password - Select ID (Multi Account), Large View | 2) See Wireframe: Forgot Password - Create Password, Large View            |
|                                                                                                                                                                                                                                            |                     | If the user has a single or multiple User IDs, makes a risk call:                                          | 3) See Wireframe: Security Interdiction, Large View                        |
|                                                                                                                                                                                                                                            |                     | 2. If the risk call returns a response of Allow / Collect / Review, display the Reset Password screen      | 4) See Wireframe: Sign On, Large View                                      |
|                                                                                                                                                                                                                                            |                     | 3. If the risk call returns a response of Challenge, display the Security Interdiction screen              |                                                                            |
|                                                                                                                                                                                                                                            |                     | 4. If the risk call returns a response of Deny, display the Sign On screen with a notification             |                                                                            |

Quit

Retrieve User ID

Sign On

User ID

Select User ID

Password

Reset Your Password

Sign On

Page Notes

Credit Module Type: Transactional

User is provided an option to select a User ID and sign on to an online account after passing the Verification Form. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element        | Action                                                                                                                                               | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3   | Sign On Button | onClick checks the client-side data for any formatting errors; if an error is found, displays a form field error; this does not count as an attempt. | <div><div><div>1. If there are no formatting errors then submits the data; If the information could not be validated displays a module-level error and clears all fields; this counts as an attempt</div><div>If the user has a single or multiple User IDs, makes a risk call:</div><div><div>2. If the risk call returns a response of Allow, displays the Credit Home</div><div>3. If risk call returns a response of Collect/Review, displays the Security Collection screen</div><div>4. If the risk call returns a response of Challenge, displays the Security Interdiction screen</div><div>5. If the risk call returns a response of Deny, displays the Sign On screen with a notification</div></div><div>If the user has exceeded the number of available attempts, they are locked out and:</div><div><div>6. If there are additional User ID(s) to use, displays a lockout message on this page and removes the locked out User ID from the dropdown list</div><div>7. If there are no additional User IDs, displays the lockout variation of this form</div></div><div>After the data is successfully validated:</div><div><div>8. If there is an unmapped name on card and multiple accounts, takes the user through the Unmapped Name on Card multiple accounts screen</div><div>9. If there is no unmapped name on card or there is only one unmapped name on card, displays the Credit Home with a notification confirming the password was successfully updated</div></div></div></div> |



Wireframe: Forgot Password - Card Details, Large View

Quit

Reset Password

Verify Your Information

Please complete all fields to continue.

Card Number

Name as It Appears on Card

Security Code

i

Last 4 Digits of the Primary Cardholder's SSN

Cancel

Verify

1

Page Notes

Credit Module Type: Transactional

User must enter verification information to reset password. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element       | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Notes                                                                                                                                                                                                                                                                                                                                                                               |
|-----|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Verify Button | <div>onClick checks the client-side data for any formatting errors; if an error is found, displays a form field error; this does not count as an attempt. If there are no formatting errors, submits the data:</div> <div><div>1. If the information could not be validated displays a module-level error and clears all fields; this counts as an attempt</div><div>2. If the user has exceeded the number of available attempts, locks the User ID and displays the lockout variation</div></div> <div>After the data is successfully validated:</div> <div><div>3. If the user's card is valid and multiple User IDs are associated with the card, displays the Select User ID screen with the User IDs masked and pre-populated in the User ID dropdown</div><div>4. If the user's card is valid and only one User ID is associated with the card, runs a risk call.</div></div> <div>After the risk call has run:</div> <div><div>5. If the risk call returns a response of Challenge, displays the Security Interdiction screen</div><div>6. If the risk call returns a response of Allow /Collect/ Review, displays the Reset Password screen</div><div>7. If the risk call returns a Deny response, displays the Sign On screen with a notification</div></div> | <div>3) See Wireframe: Forgot Password - Select ID (Multi Accounts), Large View</div> <div>5) See Wireframe: Forgot Password - Security Interdiction, Large View</div> <div>6) See Wireframe: Forgot Password - Create Password, Large View</div> <div>7) See Wireframe: Sign On, Large View</div> <div>If the module fails after submit, display the module failure message.</div> |

Wireframe: Forgot Password - Select User ID (Multi Accounts), Large View

Quit

Reset Password

Select User ID

It looks like you have multiple User IDs. Please select one to continue.

User ID

1

Select User ID

2

Cancel

3

Continue

Page Notes

Credit Module Type: Transactional

This is a conditional module and is only displayed if the user has multiple User IDs associated with the account. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                 | Action                                                                                                                                                                                                                                                                                                                                                                                                                    | Notes                                                                                                                                                                                                                 |
|-----|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Select User ID Dropdown | onClick expands dropdown with User IDs unmasked                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                       |
| 2   | Cancel Link             | onClick returns the user to the Sign On screen                                                                                                                                                                                                                                                                                                                                                                            | See Wireframe: Sign On, Large View                                                                                                                                                                                    |
| 3   | Continue Button         | onClick submits the form and makes a risk call. After the risk call has run: <div><div>1. If the risk call returns a response of Challenge, displays the Security Interdiction screen</div><div>2. If the risk call returns a response of Allow / Collect / Review, displays the Reset Password screen</div><div>3. If the risk call returns a Deny response, displays the Sign On screen with a notification</div></div> | <div><div>1) See Wireframe: Forgot Password - Security Interdiction, Large View</div><div>2) See Wireframe: Forgot Password - Create Password, Large View</div><div>3) See Wireframe: Sign On, Large View</div></div> |

Wireframe: Forgot Password - Select User ID (Multi Accounts), Extra Small View

Quit

Reset Password

Select User ID

It looks like you have multiple User IDs. Please select one to continue.

User ID

Select User ID

Continue

Cancel

Page Notes

Credit Module Type: Transactional

This is a conditional module and is only displayed if user has multiple User IDs associated with the account. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Forgot Password - Security Interdiction, Large View

Quit

Reset Passwod

Identity Checkpoint

Please answer the following security questions to confirm your identity.

User ID

1

.....

QUESTION 1

What was your high school mascot?

2

QUESTION 2

In what year was your spouse born (YYYY)?

3

Cancel

Continue

4

Page Notes

Credit Module Type: Transactional

This is a conditional module and is only displayed if a Cyota risk call returns a response of Challenge. User must answer security questions before proceeding to next step. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Notes                                                           |
|-----|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| 1   | Dropdown (Conditional) | onClick expands dropdown and displays User ID (unmasked)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | This dropdown is only displayed in the FUIP flow                |
| 2   | Form Field             | onFocus activates the field; when the user exits the field validates the data for formatting; if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                 |
| 3   | Cancel Link            | onClick returns the user to the Sign On module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | See Wireframe: Sign On, Large View                              |
| 4   | Continue Button        | <div>onClick checks the client-side data for any formatting errors; if an error is found, displays a form field error; this does not count as an attempt. If there are no formatting errors then submits the data:</div> <div><div>1. If the information could not be validated, displays a module level error and clears all fields; this counts as an attempt</div><div>2. If the user has exceeded the number of available attempts, locks them out and displays the Sign On screen with a notification</div></div> <div>After the data is successfully validated:</div> <div><div>3. If the user's security question answers are valid, displays Reset Password screen</div></div> | 3) See Wireframe: Forgot Password - Create Password, Large View |

Wireframe: Forgot Password - Security Interdiction, Extra Small View

Quit

Reset Password

Identity Checkpoint

Please answer the following security questions to confirm your identity.

User ID

.....

QUESTION 1

What was your high school mascot?

QUESTION 2

In what year was your spouse born (YYYY)?

Continue

Cancel

Page Notes

Credit Module Type: Transactional

This is a conditional module and is only displayed if a Cyota risk call returns a response of Challenge. User must answer security questions before proceeding to next step. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

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Quit

Reset Password

Create New Password

User ID

1

.....

Create Password

2

Guidelines

4

3

Password Requirements

• Between 6 and 32 characters

• Include 1 letter and 2 numbers

• Cannot include two spaces in a row, and certain special characters are not allowed

• Must be different from User ID

Confirm Password

5

Cancel

Set Password & Sign On

6

| Page Notes                                                                                                                                                                         |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Credit Module Type: Transactional                                                                                                                                                  |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                          |
| The Create Password interface is used to set a new password. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                          |
| Interaction Notes                                                                                                                                                                  |                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                          |
| Key                                                                                                                                                                                | Element                         | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Notes                                                                                                                                    |
| 1                                                                                                                                                                                  | User ID Dropdown                | onClick displays dropdown with the single User ID unmasked                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | User cannot change the User ID                                                                                                           |
| 2                                                                                                                                                                                  | Form Field                      | onFocus activates the field and displays the password requirements below the field; when the user exits the field, the data is validated for formatting; if an error is found, displays a form field error                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                          |
| 3                                                                                                                                                                                  | Field Help                      | Displays password requirements when the Create Password field is onFocus. onBlur the field help is hidden                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                          |
| 4                                                                                                                                                                                  | Guidelines Link                 | onClick displays the Content Modal with the password guidelines content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                          |
| 5                                                                                                                                                                                  | Cancel                          | onClick returns the user to the Sign On screen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                          |
| 6                                                                                                                                                                                  | Set Password and Sign On Button | onClick checks the client-side data for any formatting errors; if an error is found, displays a form field error; once the user has submitted a successful password: <div><div>1. If no security questions are detected on risk, collects security questions</div><div>2. If there is an unmapped name on card, takes the user through the Unmapped Name on Card flow and returns them to the Credit Home</div><div>3. If there is a mapped name on card, displays the Credit Home with a notification confirming the password was successfully updated</div></div> | <div><div>1) See Wireframe, Collect Security Questions</div><div>2) See Wireframe, Unmapped Name on Card — Multiple Accounts</div></div> |



Wireframe: Forgot Password - Create Password, Extra Small View

Quit

Reset Password

Create New Password

User ID

.....

Create Password

Guidelines

Password Requirements

• Between 6 and 32 characters

• Include 1 letter and 2 numbers

• Cannot include two spaces in a row, and certain special characters are not allowed

• Must be different from User ID

Confirm Password

Set Password and Sign On

Cancel

Page Notes

Credit Module Type: Transactional

The Create Password interface is used to set a new password. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Forgot Password - Collect Security Questions, Large View

Quit

Reset Password

Choose Your Security Questions

Lorem ipsum dolor sit amet, consectetur adipisicing elit

Select Question 1

Select Question 2

Select Question 3

Next

Page Notes

Credit Module Type: Transactional

This is a conditional module and is only displayed if no security questions have been collected. If the module fails to load, displays Module Failure.



Wireframe: Forgot Password - Unmapped Name on Card, Large View

Quit

Reset Password

Thank You for Verifying Your Information

Maecenas faucibus mollis interdum. Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

User ID:  
Us●●●23

For your protection, the following accounts are no longer associated with this User ID:  
Account Ending in1234  
Account Ending in 5678

Next

Page Notes

Credit Module Type: Transactional

This is a conditional module and is only displayed if no name is mapped to the card. If server failure happens during mapping of name on card, the module will be skipped and user will be taken to the Credit Home.

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Copy: Forgot User ID/Password Module

| FORGOT USER ID AND PASSWORD: CARD DETAILS |   |   |             |                                               |                                          |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                                       |
|-------------------------------------------|---|---|-------------|-----------------------------------------------|------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------|
| D                                         | T | M | ELEMENT     | COPY                                          | COPY (SPANISH)                           | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                    | CMS ID | NOTES                                                                                                 |
|                                           |   |   | Heading     | Retrieve User ID                              | Recuperar Identificación de Usuario      |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Appears if user selected “Retrieve User ID”<br><br>Element should be implemented as Page Title module |
|                                           |   |   | Heading     | Reset Password                                | Restablecer Contraseña                   |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Appears if user selected “Reset Password”<br><br>Element should be implemented as Page Title module   |
|                                           |   |   | Heading     | Verify Your Information                       | Verificar tu Información                 |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                                       |
|                                           |   |   | Text        | Please complete all fields to continue.       | Completa todos los campos para continuar |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                                       |
|                                           |   |   | Field Label | Card Number                                   | Número de tarjeta                        |     |               | Client-Side Errors [Field Level]:<br><br>If invalid characters:<br>Please enter a valid Card Number using numbers only.<br><br>If blank or insufficient characters:<br>Please enter a valid Card Number. | Errores por parte del cliente:<br><br>Si los caracteres son inválidos:<br>Ingresa un Número de Tarjeta válido utilizando números solamente.<br><br>Si está en blanco o los caracteres son insuficientes:<br>Por favor, ingresa un Número de Tarjeta válido. |        |                                                                                                       |
|                                           |   |   | Field Help  | Please enter the 16-digit credit card number. | (Translation needed.)                    |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 16-digit card numbers.                                    |
|                                           |   |   | Field Help  | Please enter the 15-digit credit card number. | (Translation needed.)                    |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 15-digit card numbers.                                    |
|                                           |   |   | Field Help  | Please enter the 14-digit credit card number. | (Translation needed.)                    |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 14-digit card numbers.                                    |

Copy: Forgot User ID/Password Module

|  |  |  |               |                                                    |                                       |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                           |  |                                                                                       |
|--|--|--|---------------|----------------------------------------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------|
|  |  |  | Field Help    | Please enter the 13-digit credit card number.      | (Translation needed.)                 |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                           |  | Conditional copy. Display for accounts with 13-digit card numbers.                    |
|  |  |  | Field Help    | Please enter the 12-digit credit card number.      | (Translation needed.)                 |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                           |  | Conditional copy. Display for accounts with 12-digit card numbers.                    |
|  |  |  | Field Help    | Please enter the card number printed on your card. | (Translation needed.)                 |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                           |  | Conditional copy. Display for accounts with multiple card numbers in their portfolio. |
|  |  |  | Field Label   | Name as It Appears on Card                         | Nombre tal como aparece en la tarjeta |                                                                                                        |                                                                                                                       | Client-Side Errors [Field Level]:<br><br>Please enter a valid Name as It Appears on Card without using numbers. Periods, dashes, hyphens and apostrophes are allowed.<br><br>If blank, or contains less than 2 characters:<br>Please enter the Name as It Appears on Card. | Errores por parte del cliente:<br><br>Ingresa un Nombre válido tal como aparece en la tarjeta sin utilizar números. Se permiten puntos, guiones, rayas y apóstrofes.<br><br>Si está en blanco, o contiene menos de 2 caracteres:<br><br>Ingresa el Nombre tal como aparece en la tarjeta. |  |                                                                                       |
|  |  |  | Field Label   | Security Code                                      | Código de Seguridad                   | Enter your Security Code, a three or four digit number that appears on the front or back of your card. | Ingresa tu Código de Seguridad, un número de tres o cuatro dígitos que aparece en el frente o el dorso de tu tarjeta. | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter your Security Code.<br><br>If invalid formatting:<br>Please re-enter your Security Code. Your entry must have 3 or 4 numbers, and cannot contain letters or special characters.                         | Client-Side Errors [Field Level]:<br><br>If blank:<br>Ingresa tu Código de Seguridad.<br><br>If invalid formatting:<br>Vuelve a ingresar tu Código de Seguridad. La información ingresada debe tener 3 o 4 números y no puede contener letras ni caracteres especiales.                   |  |                                                                                       |
|  |  |  | Tool Tip Icon | [Tool tip Icon]                                    |                                       | To open:<br>Open Security Code tooltip.                                                                | To open:<br>Abrir la sugerencia de la herramienta sobre Código de Seguridad.                                          |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                           |  |                                                                                       |
|  |  |  | Link          | [X]                                                |                                       | To close:<br>Close this tooltip.                                                                       | To close:<br>Cerrar esta sugerencia de la herramienta.                                                                |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                           |  |                                                                                       |

Copy: Forgot User ID/Password Module

|  |  |  |             |                                                          |                                                                             |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|--|--|--|-------------|----------------------------------------------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Tool Tip    | Security Code                                            | Código de Seguridad                                                         |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Image       | (Image of Security Code)                                 |                                                                             | If you have a [Partner Name] American Express, your Security Code is a four digit number on the front of the card. If you have a [Partner Name] Credit Card, your Security Code is a three digit number on the back of the card. | Si tienes una tarjeta American Express de [Partner Name], tu Código de Seguridad es un número de cuatro dígitos que aparece en el frente de la tarjeta. Si tienes una Tarjeta de Crédito de [Partner Name], tu Código de Seguridad es un número de tres dígitos que aparece al dorso de la tarjeta. |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Tool Tip    | Don't have a security code on your card? Give us a call. | ¿No tienes un código de seguridad en tu tarjeta? Llámanos.                  |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Field Label | Last 4 Digits of the Primary Cardholder's SSN            | Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number.<br><br>If invalid formatting<br>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number using numbers only. | Errores por parte del cliente:<br><br>Si está en blanco:<br>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal.<br><br>Si el formato del Cliente es inválido:<br>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal utilizando números únicamente. |  |  |

Copy: Forgot User ID/Password Module

|                                |   |   |                    |                                      |                                                             |                                    |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                |
|--------------------------------|---|---|--------------------|--------------------------------------|-------------------------------------------------------------|------------------------------------|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------|
|                                |   |   | Button (Primary)   | Verify                               | Verificar                                                   | Verify and proceed to next step.   | Verificar la información y seguir con el próximo paso. | Server-Side Error Message [Module Level] (CIL error code102):<br><br>The information you entered does not match our records. Please re-enter your information in the fields below. For your protection, we cannot specify which field is incorrect.<br><br>Server-Side Error Message (CIL_5002), No User Information on File:<br><br>Your card is not registered for online services. Please register your card to manage your account online. | Error por parte del servidor:<br>La información que ingresaste no coincide con nuestros registros. Vuelve a ingresar tu información en los campos a continuación. Para tu protección, no podemos especificar cuál campo es incorrecto.<br><br>Server-Side Error Message (CIL_5002), No User Information on File:<br><br>Tu tarjeta no está registrada para servicios en línea. Por favor registra tu tarjeta para manejar tu cuenta en línea. |        |                                                |
|                                |   |   | Button (Secondary) | Cancel                               | Cancelar                                                    | Cancel and return to sign on page. | Cancela y regresa a la página de inicio de sesión.     |                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                |
| FORGOT USER ID: ENTER PASSWORD |   |   |                    |                                      |                                                             |                                    |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                |
| D                              | T | M | ELEMENT            | COPY                                 | COPY (SPANISH)                                              | ADA                                | ADA (SPANISH)                                          | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                                                 | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                      | CMS ID | NOTES                                          |
|                                |   |   | Heading            | Retrieve User ID                     | Recuperar Identificación de Usuario                         |                                    |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               |        | Appears if user selected “Forgot User ID?”     |
|                                |   |   | Heading            | Sign On                              | Inicio de Sesión                                            |                                    |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                |
|                                |   |   | Dropdown           | User ID                              | Identificación de Usuario                                   |                                    |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                |
|                                |   |   | Dropdown Options   | Select User ID<br>[Display User IDs] | Seleccionar Identificación de Usuario<br>[Display User IDs] |                                    |                                                        | Client-Side Error [Field Level]:<br>If no User ID Selected:<br>Please select your User ID.                                                                                                                                                                                                                                                                                                                                                     | Errores por parte del cliente:<br>Si no se selecciona una Identificación de Usuario:<br>Selecciona tu Identificación de Usuario.                                                                                                                                                                                                                                                                                                              |        | Masking rules apply when dropdown is collapsed |

Copy: Forgot User ID/Password Module

|  |  |  |                             |          |            |  |  |                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                             |
|--|--|--|-----------------------------|----------|------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------|
|  |  |  | Alphanumeric<br>Field Label | Password | Contraseña |  |  | <div>Client side error, field level,<br/>blank field:<br/>Please enter your Password<br/>to sign on.</div> <div>Client side error, field level,<br/>insufficient characters:<br/>Your Password must be six<br/>to 32 characters in length.</div> <div>Client side error, field<br/>level, unaccepted special<br/>characters.<br/>Please try again. Certain<br/>special characters are not<br/>allowed.</div> | <div>Error del lado del cliente, nivel<br/>de campo, campo en blanco:<br/>Ingresa tu Contraseña para<br/>iniciar sesión.</div> <div>Error del lado del cliente,<br/>nivel de campo, caracteres<br/>insuficientes:<br/>Tu Contraseña debe tener<br/>una extensión de seis a 32<br/>caracteres.</div> <div>Client side error, field level,<br/>unaccepted special characters.<br/>Por favor, inténtelo de nuevo.<br/>Algunos caracteres especiales<br/>no están permitidos.</div> |  | . See field matrix for<br>unaccepted special<br>characters. |
|--|--|--|-----------------------------|----------|------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------|



Copy: Forgot User ID/Password Module

|                                 |   |   |                  |                                                                          |                                                                                      |                          |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |                                            |
|---------------------------------|---|---|------------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------|
|                                 |   |   | Button (Primary) | Sign On                                                                  | Inicio de Sesión                                                                     | Sign on to your account. | Inicia sesión en tu cuenta. | Server side error, module level, non-match authentication (Failure Conditions): <ul style="list-style-type: none"><li>• User ID Missing, password present</li><li>• User Password Missing, ID present</li><li>• User ID and Password both missing.</li><li>• User ID or Password entered incorrectly. (CIL error code 102)</li><li>• User ID correct and Password entered after 3 incorrect attempts. (CIL error code 103) (AO Response Code Fail_Login)</li><li>• Account Locked (AO Response Code Fail_Account Locked)</li></ul> <div>The information you entered does not match our records. For your protection, multiple unsuccessful log-ins will result in a temporary account lockout.</div> | Error del lado del cliente, nivel de módulo, no coincide la autenticación (Condiciones de Falla): <ul style="list-style-type: none"><li>• Falta Identificación de Usuario, hay Contraseña</li><li>• Falta Contraseña de Usuario, hay Identificación de Usuario</li><li>• Faltan la Identificación de Usuario y la Contraseña.</li><li>• La Identificación de Usuario o la Contraseña se ingresaron incorrectamente. (Código de error CIL 102)</li><li>• Identificación de Usuario correcta y Contraseña ingresados después de 3 intentos incorrectos. (Código de error CIL 103) (Código de Respuesta AO Fail_Login)</li><li>• Cuenta Bloqueada (Código de Respuesta AO Fail_Account Bloqueada)</li></ul> <div>La información que ingresaste no coincide con nuestros registros. Para tu protección, varios intentos de inicio de sesión incorrectos darán lugar un bloqueo temporario de tu cuenta.</div> |        |                                            |
|                                 |   |   | Link (Secondary) | Reset Your Password                                                      | Restablecer tu Contraseña                                                            |                          |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |                                            |
| FORGOT PASSWORD: SELECT USER ID |   |   |                  |                                                                          |                                                                                      |                          |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |                                            |
| D                               | T | M | ELEMENT          | COPY                                                                     | COPY (SPANISH)                                                                       | ADA                      | ADA (SPANISH)               | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | CMS ID | NOTES                                      |
|                                 |   |   | Heading          | Reset Password                                                           | Restablecer Contraseña                                                               |                          |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        | Appears if user selected “Forgot User ID?” |
|                                 |   |   | Heading          | Select User ID                                                           | Seleccionar Identificación de Usuario                                                |                          |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |                                            |
|                                 |   |   | Copy             | It looks like you have multiple User IDs. Please select one to continue. | Al parecer tienes varias Identificaciones de Usuario. Selecciona una para continuar. |                          |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |                                            |
|                                 |   |   | Field Label      | User ID                                                                  | Identificación de Usuario                                                            |                          |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |                                            |

Copy: Forgot User ID/Password Module

|                                  |   |   |                    |                                      |                                                             |                                |                                               |                                                                                            |                                                                                                                                  |        |                                                |
|----------------------------------|---|---|--------------------|--------------------------------------|-------------------------------------------------------------|--------------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------|
|                                  |   |   | Dropdown Options   | Select User ID<br>[Display User IDs] | Seleccionar Identificación de Usuario<br>[Display User IDs] |                                |                                               | Client-Side Error [Field Level]:<br>If no User ID Selected:<br>Please select your User ID. | Errores por parte del cliente:<br>Si no se selecciona una Identificación de Usuario:<br>Selecciona tu Identificación de Usuario. |        | Masking rules apply when dropdown is collapsed |
|                                  |   |   | Button (Primary)   | Continue                             | Continuar                                                   | Continue to the next step.     | Continúa con el próximo paso.                 |                                                                                            |                                                                                                                                  |        |                                                |
|                                  |   |   | Button (Secondary) | Cancel                               | Cancelar                                                    | Cancel password reset process. | Cancela el proceso de restablecer contraseña. |                                                                                            |                                                                                                                                  |        |                                                |
| FORGOT PASSWORD: CREATE PASSWORD |   |   |                    |                                      |                                                             |                                |                                               |                                                                                            |                                                                                                                                  |        |                                                |
| D                                | T | M | ELEMENT            | COPY                                 | COPY (SPANISH)                                              | ADA                            | ADA (SPANISH)                                 | ERROR MESSAGES                                                                             | ERROR MESSAGES (SPANISH)                                                                                                         | CMS ID | NOTES                                          |
|                                  |   |   | Heading            | Reset Password                       | Restablecer Contraseña                                      |                                |                                               |                                                                                            |                                                                                                                                  |        | Appears if user selected “Forgot Password?”    |
|                                  |   |   | Heading            | Create New Password                  | Crear una Nueva Contraseña                                  |                                |                                               |                                                                                            |                                                                                                                                  |        |                                                |
|                                  |   |   | Dropdown           | User ID                              | Identificación de Usuario                                   |                                |                                               |                                                                                            |                                                                                                                                  |        |                                                |
|                                  |   |   | Dropdown Options   | [Selected User ID]                   | [Selected User ID]                                          |                                |                                               |                                                                                            |                                                                                                                                  |        | Masking rules apply when dropdown is collapsed |



Copy: Forgot User ID/Password Module

|  |  |  |                    |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                          |
|--|--|--|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------|
|  |  |  | Field Label        | Create Password                                                                                                                                                                                                                                      | Crear Contraseña                                                                                                                                                                                                                                                                                | Your password must be different from your User ID. It must have six to thirty two characters, including one letter, and two numbers. It cannot have two spaces in a row, and certain special characters are not allowed. For more information, access our User ID and Password guidelines. | La contraseña debe ser diferente a la Identificación de Usuario. Debe tener entre seis y treinta y dos caracteres, incluidos una letra y dos números. No puede contener dos espacios consecutivos, y ciertos caracteres especiales no están permitidos. Para obtener más información, accede a nuestras pautas sobre Identificación de Usuario y Contraseña. | Client-Side Errors [Field Level]:<br>If blank:<br><b>Please create a Password.</b><br><br>Insufficient characters:<br><b>Your Password must have 6 to 32 characters with at least 2 numbers. Please view the User ID and Password Guidelines for more information.</b><br><br>If password does not contain at least 2 numbers and 1 letter and/or contains special characters or two spaces in a row<br><b>Your Password must contain at least 2 numbers and 1 letter. It cannot contain two consecutive spaces, and certain special characters are not allowed. Please try again.</b><br><br>If password matches user ID:<br><b>Please create a Password that is different from your User ID.</b> | Errores por parte del cliente:<br>Si está en blanco:<br><b>Crea una Contraseña.</b><br><br>Caracteres insuficientes:<br><b>Tu Contraseña debe tener entre 6 y 32 caracteres con por lo menos 2 números. Consulta las Pautas sobre Identificación de Usuario y Contraseña para obtener más información.</b><br><br>Si la contraseña no contiene por lo menos 2 números y 1 letra o contiene caracteres especiales o dos espacios consecutivos<br><b>Tu contraseña debe contener por lo menos 2 números y 1 letra. No puede contener dos espacios consecutivos, y ciertos caracteres especiales no están permitidos. Vuelve a intentarlo.</b><br><br>Si la contraseña coincide con la identificación de usuario:<br><b>Crea una Contraseña que sea diferente de tu Identificación de Usuario.</b> |  | Links to content modal   |
|  |  |  | Field Help Heading | Password Requirements                                                                                                                                                                                                                                | Requisitos para la Contraseña                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                          |
|  |  |  | Field Help         | <ul style="list-style-type: none"><li>Between 6 and 32 characters</li><li>Include 1 letter and 2 numbers</li><li>Cannot include two spaces in a row, and certain special characters are not allowed</li><li>Must be different from User ID</li></ul> | <ul style="list-style-type: none"><li>Debe tener entre 6 y 32 caracteres</li><li>Debe incluir 1 letra y 2 números</li><li>No puede contener dos espacios consecutivos, y ciertos caracteres especiales no están permitidos</li><li>Debe ser diferente de la Identificación de Usuario</li></ul> |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                          |
|  |  |  | Link               | <a href="#">Guidelines</a>                                                                                                                                                                                                                           | <a href="#">Pautas</a>                                                                                                                                                                                                                                                                          | Password Guidelines                                                                                                                                                                                                                                                                        | Pautas sobre Contraseña                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | . Links to content modal |

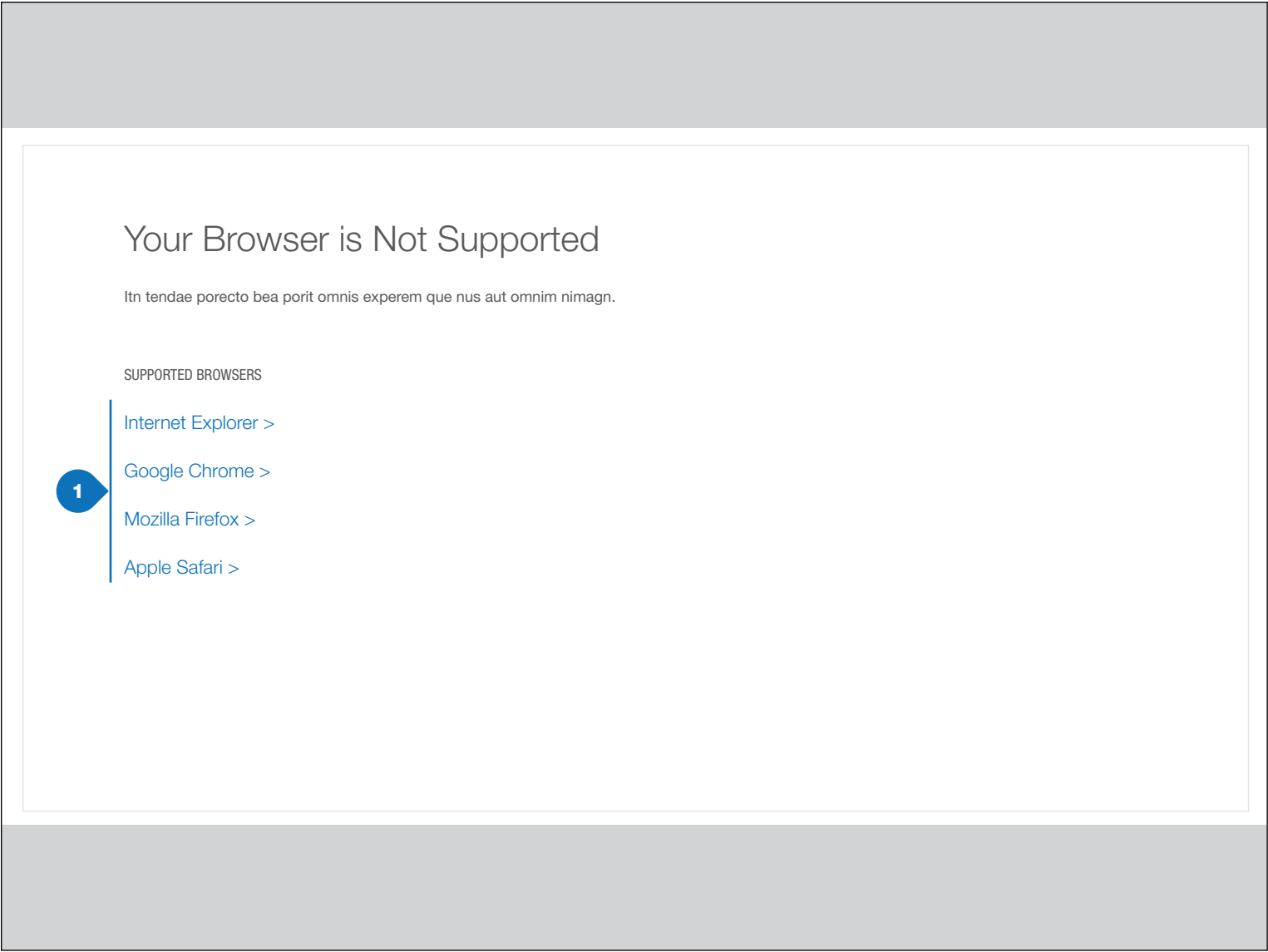
Copy: Forgot User ID/Password Module

|                                                           |   |   |                    |                                                                                                                                 |                                                                                                                                              |                                     |                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                             |        |                                                                                                           |
|-----------------------------------------------------------|---|---|--------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------|
|                                                           |   |   | Field Label        | Confirm Password                                                                                                                | Confirmar Contraseña                                                                                                                         |                                     |                                        | Client-Side Errors [Field Level]:<br>If Blank<br>Please re-enter the Password you entered above.<br>If Password field does not match Confirm Password field:<br>The Passwords you entered do not match. Please try again. | Errores por parte del cliente<br>Si está en blanco:<br>Vuelve a ingresar la Contraseña que ingresaste arriba.<br>Si el campo Contraseña no coincide con el campo Confirmar Contraseña:<br>Las Contraseñas que ingresaste no coinciden. Vuelve a intentarlo. |        |                                                                                                           |
|                                                           |   |   | Button (Primary)   | Set Password and Sign On                                                                                                        | Establecer Contraseña e Iniciar Sesión                                                                                                       |                                     |                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                             |        |                                                                                                           |
|                                                           |   |   | Button (Secondary) | Cancel                                                                                                                          | Cancelar                                                                                                                                     | Cancel and return to previous page. | Cancela y regresa a la página anterior |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                             |        |                                                                                                           |
| FORGOT PASSWORD: RESET PASSWORD CONFIRMATION NOTIFICATION |   |   |                    |                                                                                                                                 |                                                                                                                                              |                                     |                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                             |        |                                                                                                           |
| D                                                         | T | M | ELEMENT            | COPY                                                                                                                            | COPY (SPANISH)                                                                                                                               | ADA                                 | ADA (SPANISH)                          | ERROR MESSAGES                                                                                                                                                                                                            | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                    | CMS ID | NOTES                                                                                                     |
|                                                           |   |   | Text               | You’ve successfully updated your password.                                                                                      | Has actualizado con éxito tu contraseña.                                                                                                     |                                     |                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                             |        | Confirmation Notification. Appears on Credit Home.                                                        |
| LOCKOUT TAKEOVER MESSAGE                                  |   |   |                    |                                                                                                                                 |                                                                                                                                              |                                     |                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                             |        |                                                                                                           |
| D                                                         | T | M | ELEMENT            | COPY                                                                                                                            | COPY (SPANISH)                                                                                                                               | ADA                                 | ADA (SPANISH)                          | ERROR MESSAGES                                                                                                                                                                                                            | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                    | CMS ID | NOTES                                                                                                     |
|                                                           |   |   | Heading            | Time to Give Us a Call                                                                                                          | Es hora de que nos llames                                                                                                                    |                                     |                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                             |        | CIL error code 103                                                                                        |
|                                                           |   |   | Text               | Please contact Technical Service at [Technical Service Phone Number].                                                           | Llama al Servicio Técnico al [Número de Teléfono del Servicio Técnico].                                                                      |                                     |                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                             |        | CIL error code 103                                                                                        |
|                                                           |   |   | Text               | We were unable to verify your information. Your account may be subject to a 24-hour lock out. Please contact us for assistance. | No pudimos verificar tu información. Tu cuenta puede estar sujeta a un bloqueo de 24 horas. Comunícate con nosotros para recibir asistencia. |                                     |                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                             |        | CIL error code 103<br><br>Appears for Verify lockouts, or when there are no more User IDs in the dropdown |

Fusion 7 White Label Standard

# Browser Compatibility Module

Wireframe: Browser Compatibility Module - Unsupported, Large View



Page Notes

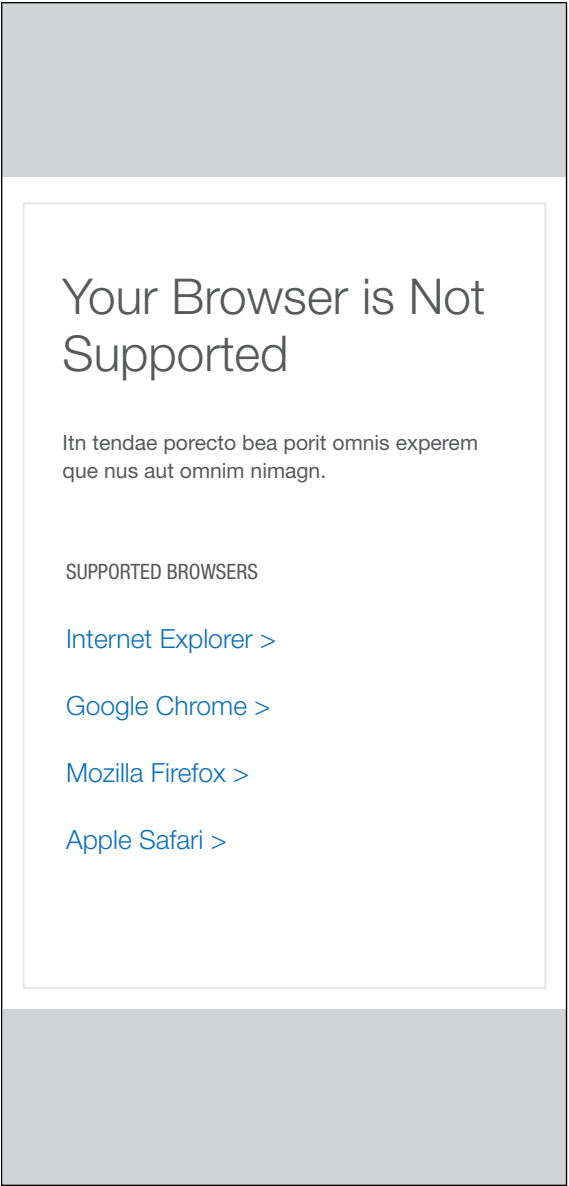
Module Type: Informational Module

This is the Unsupported view of the Browser Compatibility Module. Appears if user accesses site using an unsupported browser. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element               | Action                                                                                 | Notes                      |
|-----|-----------------------|----------------------------------------------------------------------------------------|----------------------------|
| 1   | Browser Download Link | onClick redirects user to the corresponding browser's web page in a new browser window | Refer to copy for content. |

Wireframe: Browser Compatibility Module - Unsupported, Extra Small View



Page Notes

Module Type: Informational Module

This is the Unsupported view of the Browser Compatibility Module. Appears if user accesses site using an unsupported browser. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| FUSION: UNSUPPORTED BROWSER, TAKEOVER                |   |   |          |                                                                |                                                                        |     |               |                |                          |        |                                                                                       |
|------------------------------------------------------|---|---|----------|----------------------------------------------------------------|------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------|
| D                                                    | T | M | ELEMENT  | COPY                                                           | COPY (SPANISH)                                                         | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                 |
|                                                      |   |   | Headline | Your Browser is Not Supported.                                 | Tu explorador no es compatible.                                        |     |               |                |                          |        | Appears if user's browser is unsupported.<br><br>Appears on Sign On and Registration. |
|                                                      |   |   | Text     | Download the latest version of a supported browser to proceed. | Descarga la última versión de un explorador compatible para continuar. |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Subhead  | Supported Browsers                                             | Exploradores compatibles                                               |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Link     | Internet Explorer                                              | Internet Explorer                                                      |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Link     | Google Chrome                                                  | Google Chrome                                                          |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Link     | Mozilla Firefox                                                | Mozilla Firefox                                                        |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Link     | Apple Safari                                                   | Apple Safari                                                           |     |               |                |                          |        |                                                                                       |
| FUSION: UNSUPPORTED BROWSER, TAKEOVER (SSO PARTNERS) |   |   |          |                                                                |                                                                        |     |               |                |                          |        |                                                                                       |
| D                                                    | T | M | ELEMENT  | COPY                                                           | COPY (SPANISH)                                                         | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                 |
|                                                      |   |   | Text     | [Speed bump legal]                                             | [Speed bump legal]                                                     |     |               |                |                          |        | Conditional: By partner.                                                              |
|                                                      |   |   | Text     | Download the latest version of a supported browser to proceed. | Descarga la última versión de un explorador compatible para continuar. |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Subhead  | SUPPORTED BROWSERS                                             | Exploradores compatibles                                               |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Link     | Internet Explorer                                              | Internet Explorer                                                      |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Link     | Google Chrome                                                  | Google Chrome                                                          |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Link     | Mozilla Firefox                                                | Mozilla Firefox                                                        |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Link     | Apple Safari                                                   | Apple Safari                                                           |     |               |                |                          |        |                                                                                       |
|                                                      |   |   | Link     | Back to [PartnerName]                                          | Volver a [PartnerName]                                                 |     |               |                |                          |        | Conditional: By partner                                                               |



Fusion 7 White Label Standard

# Feedback

1

!

Itn tendae porecto bea porit omnis experem qu omnim.

2

!

Itn tendae porecto bea porit omnis experem qu omnim.

3

✓

Itn tendae porecto bea porit omnis experem qu omnim.

4

i

Itn tendae porecto bea porit omnis experem qu omnim.

Contact Information

NAME ON CARD 

i

Steve Helm

5

✓

Itn tendae porecto bea porit omnis experem qu omnim.

ADDRESS

211 South Congress, Apt. 205

Austin, TX \*\*\*\*\*

Edit

EMAIL

s\*\*\*\*\*m@gmail.com

Edit

MOBILE PHONE

(512) 385-3312

6

✓

Edit

LANGUAGE FOR STATEMENTS, LETTERS AND COMMUNICATIONS

English

Edit

7

Temporary Confirmation Feedback, All Breakpoints

Page Notes

Module Type: Informational

Feedback are module level elements and allow the user to view module and section level messaging or account status alerts. There are five classes of feedback:

- Urgent Feedback: includes urgent icon, most severe/urgent type of feedback
- Account Feedback: includes icon, used for important but not critical account updates
- Confirmation Feedback: includes icon, message indicating successful completion of a process
- Status Feedback: includes icon, message indicating completion of a user-initiated task
- Temporary Confirmation Feedback

All feedback types are displayed until the user refreshes the page or module with the exception of the Temporary Confirmation Feedback which remains until user finishes scrolling. Content and interactions are consistent across all breakpoints. These appear in the following modules:

Card Profile, User Profile, Manage Authorized User, Linked Cards Summary, Alerts, Report a Lost or Stolen Card, Dispute a Charge and Collections Module

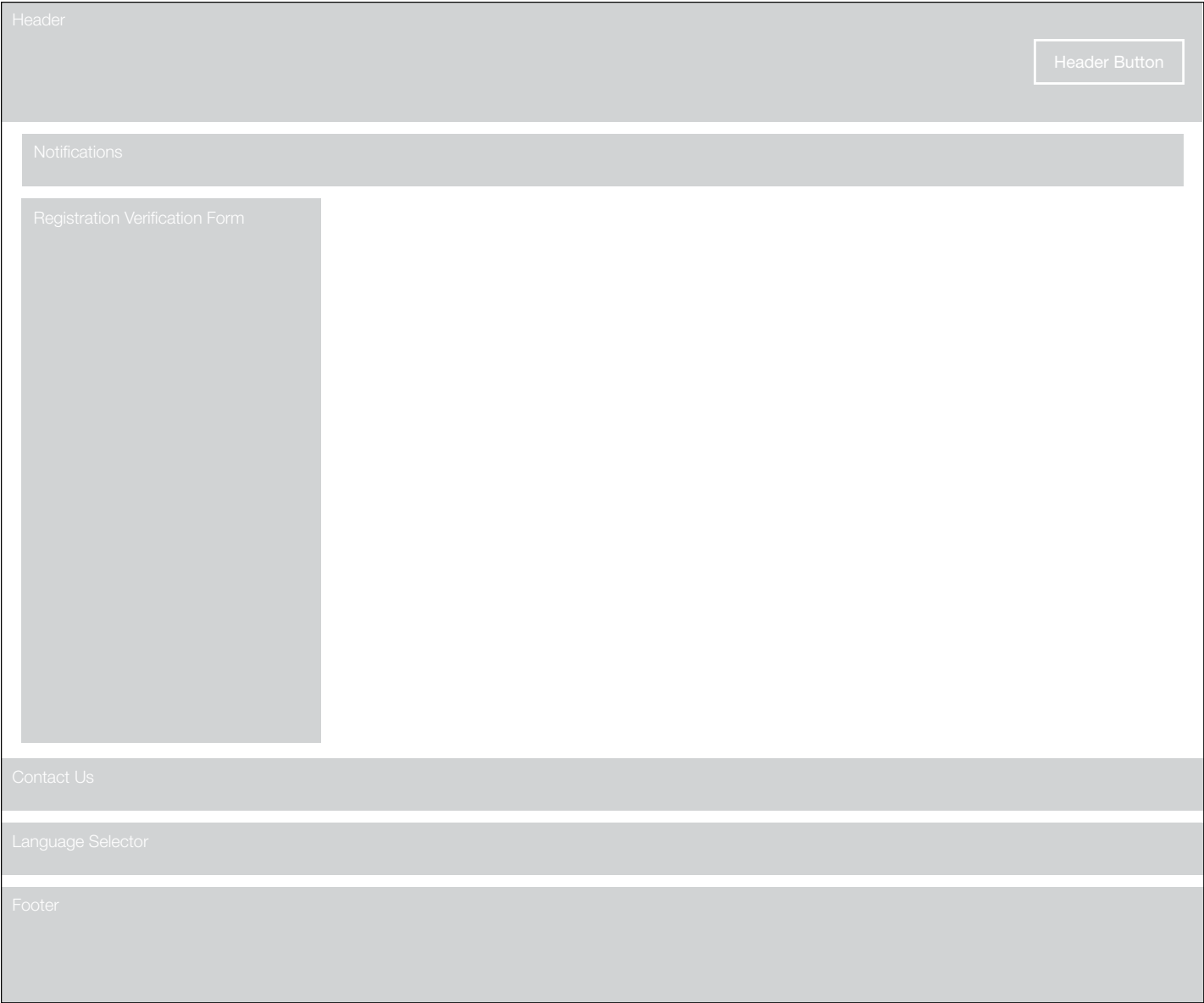
Interaction Notes

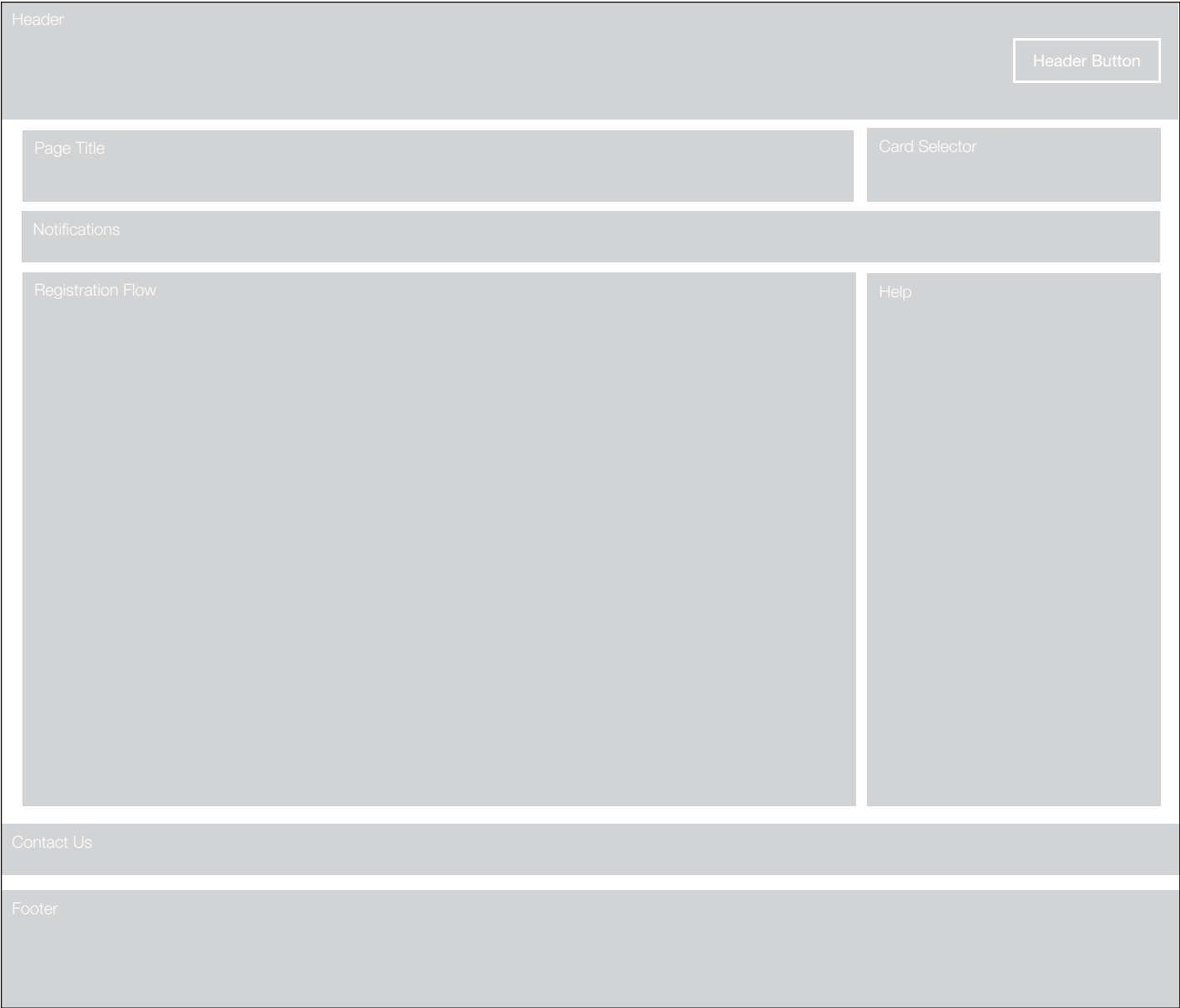
| Key | Element                                                 | Action | Notes                                                                                                                                                         |
|-----|---------------------------------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Urgent Feedback                                         | None   | Section or Module Level                                                                                                                                       |
| 2   | Account Feedback                                        | None   | Section or Module Level                                                                                                                                       |
| 3   | Confirmation Feedback                                   | None   | Section or Module Level                                                                                                                                       |
| 4   | Status Feedback                                         | None   | Section or Module Level                                                                                                                                       |
| 5   | Module Level Confirmation Feedback                      | None   | Conditional content. Displays confirmation feedback if user successfully removes, edits or saves data. Feedback remains until module or page refreshes.       |
| 6   | Module or Section Level Temporary Confirmation Feedback | None   | Conditional content. Displays confirmation feedback if user successfully removes or edits an authorized user. Feedback remains until user finishes scrolling. |
| 7   | Device Viewport                                         | None   | The dashed lines illustrate the viewport of a device.                                                                                                         |

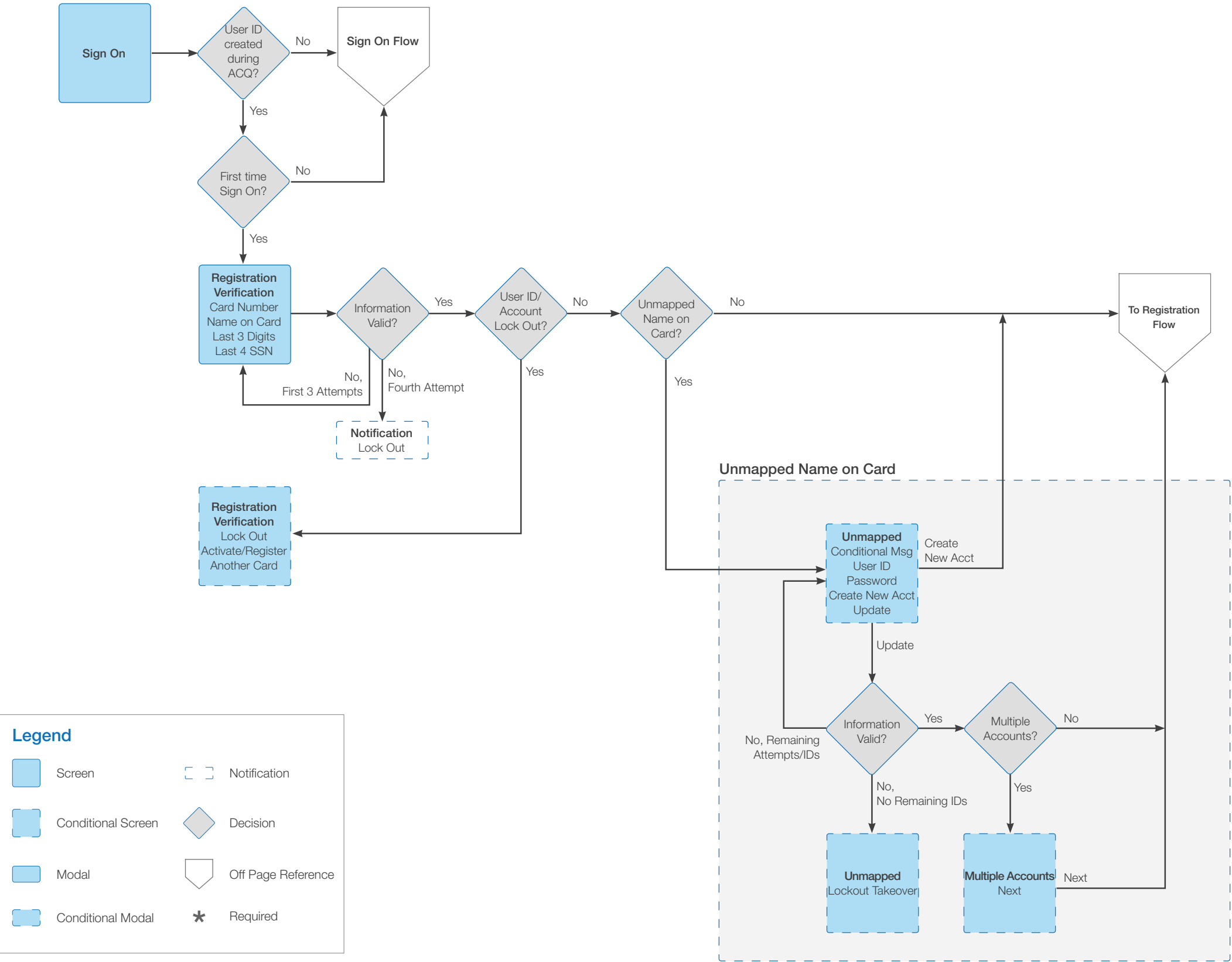


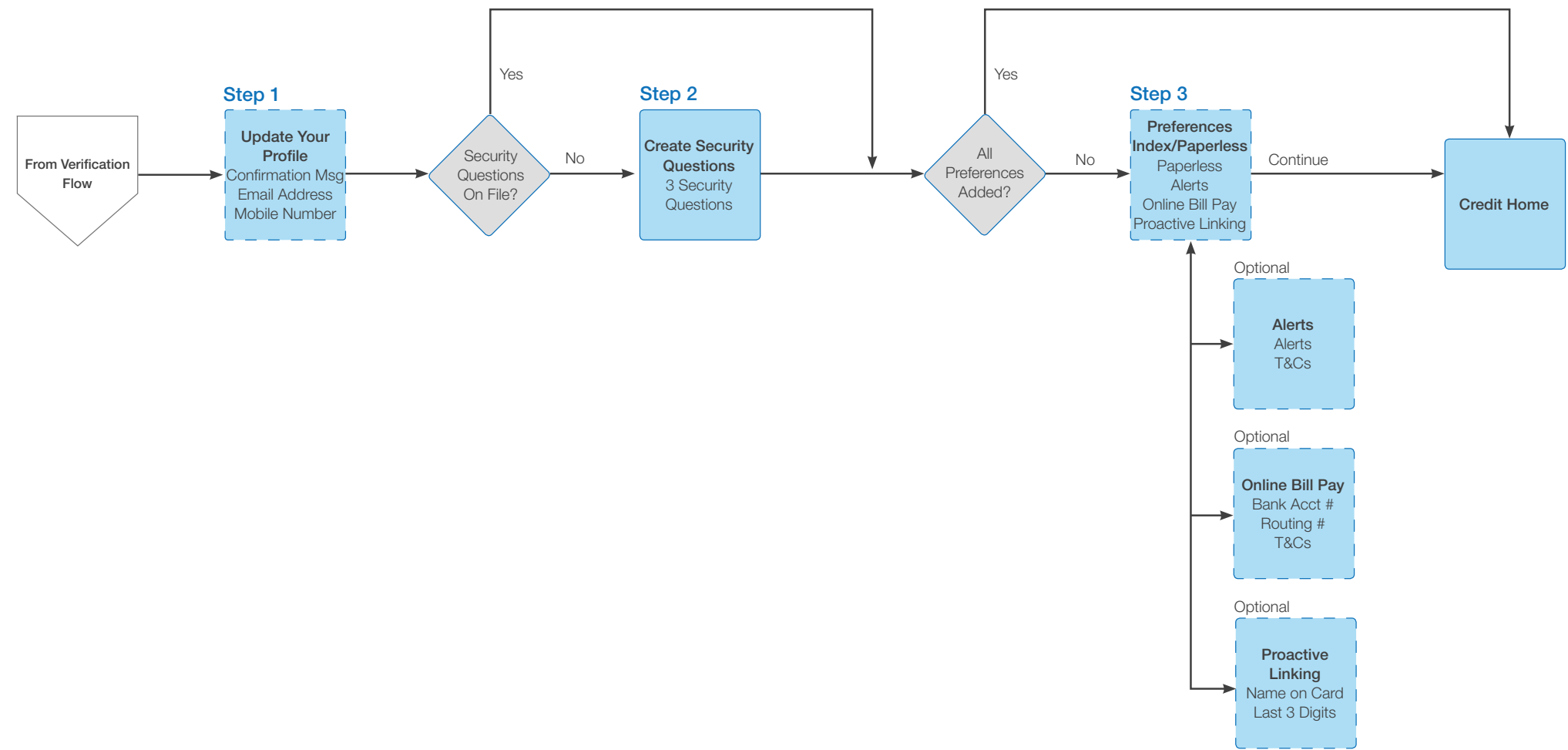
Fusion 7 White Label Standard

# Registration









Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

Off Page Reference

\*

Required

[Partner Provided Card Name] Registration

Please Verify Your Card Information

Donec ullamcorper nulla non metus auctor fringilla. Morbi leo risus, porta ac consectetur, vestibulum at eros. Maecenas faucibus mollis interdum.

Card Number

1

Name as it Appears on Your Card

2

Security Code ⓘ

Last 4 Digits of the Primary Cardholder's SSN

3

Verify

Page Notes

Module Type: Transactional Module

User enters verification information to begin the registration process. On M, L and XL breakpoints the card art is part of the background. If the user clicks the browser back button the previous page is displayed.

Interaction Notes

| Key | Element           | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Number Field | onFocus activates the field and displays Card Number Field Help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2   | Form Field        | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3   | Verify Button     | <p>onClick checks the client-side data for any formatting errors; if an error is found then displays a form field error; this does not count as an attempt. If there are no formatting errors the data is submitted, if the information could not be validated displays a module level error and clears all fields; this counts as an attempt</p> <p>If the user has exceeded the number of available attempts they are locked out and a Notification is displayed on this page</p> <p>1. If the card is locked, displays the lock out variation of the Registration Verification Form</p> <p>After the data is successfully validated:</p> <p>2. If the user is previously registered and there is not an unmapped Name on Card, display an Account Notification on this page</p> <p>3. If the user has previously registered and there is an unmapped Name on Card, display the Unmapped Name on Card screen</p> <p>4. If the user is not registered and does have an eligible account to link, display the Linking Form</p> <p>5. If the user is not registered and does not have an eligible account to link, display the Profile Form</p> <p>6. If the user is not eligible to activate their card and also not eligible to Register, displays the lock out variation of the Registration Verification Form</p> <p>7. If there is a system failure, display a page level error on this page</p> | <p>1) See Wireframe: Registration Verification Form- Lock Out, Large View</p> <p>2) See Wireframe: Card Activation Form, Large View</p> <p>3) See Wireframe: Activate Reissue Form, Large View</p> <p>5) See Wireframe: Unmapped Name on Card, Large View</p> <p>6) See Wireframe: Linking Form, Large View</p> <p>7) See Wireframe: Profile Form, Large View</p> <p>8) See Wireframe: Registration Verification Form- Lock Out, Large View</p> |



Wireframe: Registration Verification Form, Extra Small View

1

Card Art

[Partner Provided Card Name] Registration

Please Verify Your Card Information

Donec ullamcorper nulla non metus auctor fringilla. Morbi leo risus, porta ac consectetur, vestibulum at eros. Maecenas faucibus mollis interdum.

Card Number

Name as it Appears on Your Card

Security Code ⓘ

Last 4 Digits of the Primary Cardholder's SSN

Verify

Page Notes

On XS and S breakpoints the card art is part of the module.

Interaction Notes

| Key | Element  | Action | Notes                                   |
|-----|----------|--------|-----------------------------------------|
| 1   | Card Art | None   | Only applicable on XS and S breakpoints |

Wireframe: Registration Verification Form- Lock Out, Large View

[Partner Provided Card Name] Registration

Time to Give Us a Call

Nullam id dolor id nibh ultricies vehicula ut id elit. Sed posuere consectetur est at lobortis. Curabitur blandit tempus porttitor.

1

Register Another Card

Page Notes

If the user is not eligible to activate their card and also not eligible to Register they are locked out and the module is taken over with a Lock Out message. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element                    | Action                                              | Notes |
|-----|----------------------------|-----------------------------------------------------|-------|
| 1   | Register Another Card Link | onClick displays the Registration Verification Form |       |



| FUSION: REGISTRATION: VERIFICATION FORM |   |   |             |                                                                                                                                                               |                                                                                                                                                                                                   |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|-----------------------------------------|---|---|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------|
| D                                       | T | M | ELEMENT     | COPY                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                    | CMS ID | NOTES                                                                                 |
|                                         |   |   | Text        | [Partner Name Credit Card] Registration                                                                                                                       | [Partner Name Credit Card] Registro                                                                                                                                                               |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|                                         |   |   | Heading     | Please Verify Your Card Information                                                                                                                           | Verificar la Información de tu Tarjeta                                                                                                                                                            |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|                                         |   |   | Text        | Before you can start enjoying all the benefits of your online account, you must first verify your information below. Just complete all the fields to proceed. | Antes de que puedas comenzar a disfrutar todos los beneficios de tu cuenta en línea, primero debes verificar tu información a continuación. Simplemente completa todos los campos para continuar. |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|                                         |   |   | Field Label | Card Number                                                                                                                                                   | Número de tarjeta                                                                                                                                                                                 |     |               | Client-Side Errors [Field Level]:<br><br>If invalid characters:<br>Please enter a valid Card Number using numbers only.<br><br>If blank or insufficient characters:<br>Please enter a valid Card Number. | Errores por parte del cliente:<br><br>Si los caracteres son inválidos:<br>Ingresa un Número de Tarjeta válido utilizando números solamente.<br><br>Si está en blanco o los caracteres son insuficientes:<br>Por favor, ingresa un Número de Tarjeta válido. |        |                                                                                       |
|                                         |   |   | Field Help  | Please enter the 16-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 16-digit card numbers.                    |
|                                         |   |   | Field Help  | Please enter the 15-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 15-digit card numbers.                    |
|                                         |   |   | Field Help  | Please enter the 14-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 14-digit card numbers.                    |
|                                         |   |   | Field Help  | Please enter the 13-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 13-digit card numbers.                    |
|                                         |   |   | Field Help  | Please enter the 12-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 12-digit card numbers.                    |
|                                         |   |   | Field Help  | Please enter the card number printed on your card.                                                                                                            | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with multiple card numbers in their portfolio. |

|  |  |  |               |                                 |                                       |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                   |  |  |
|--|--|--|---------------|---------------------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Field Label   | Name as it Appears on Your Card | Nombre tal como aparece en tu tarjeta |                                                                                                        |                                                                                                                       | Client-Side Errors [Field Level]:<br><br>For invalid character entries and/or when the user enters 2-5 characters:<br><br>Please enter the Name as it Appears on Your Card without using numbers. Certain special characters are not allowed.<br><br>If blank, or contains less than 2 characters:<br>Please enter the Name as it Appears on Your Card. | Errores por parte del cliente:<br><br>For invalid character entries and/or when the user enters 2-5 characters:<br><br>Ingresa el Nombre tal como aparece en tu tarjeta sin utilizar números. Algunos caracteres especiales no están permitidos.<br><br>Si está en blanco, o contiene menos de 2 caracteres:<br>Ingresa el Nombre tal como aparece en tu tarjeta. |  |  |
|  |  |  | Field Label   | Security Code                   | Código de Seguridad                   | Enter your Security Code, a three or four digit number that appears on the front or back of your card. | Ingresa tu Código de Seguridad, un número de tres o cuatro dígitos que aparece en el frente o el dorso de tu tarjeta. | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter your Security Code.<br><br>If invalid formatting:<br>Please re-enter your Security Code. Your entry must have 3 or 4 numbers, and cannot contain letters or special characters.                                                                                                      | Client-Side Errors [Field Level]:<br><br>If blank:<br>Ingresa tu Código de Seguridad.<br><br>If invalid formatting:<br>Vuelve a ingresar tu Código de Seguridad. La información ingresada debe tener 3 o 4 números y no puede contener letras ni caracteres especiales.                                                                                           |  |  |
|  |  |  | Tool Tip Icon | [Tool tip Icon]                 | [Tool tip Icon]                       | To open:<br>Open Security Code tooltip.                                                                | To open:<br>Abrir la sugerencia de la herramienta sobre Código de Seguridad.                                          |                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Link          | <a href="#">✕</a>               | <a href="#">✕</a>                     | To close:<br>Close this tooltip.                                                                       | To close:<br>Cerrar esta sugerencia de la herramienta.                                                                |                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Tool Tip      | Security Code                   | Código de Seguridad                   |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                   |  |  |

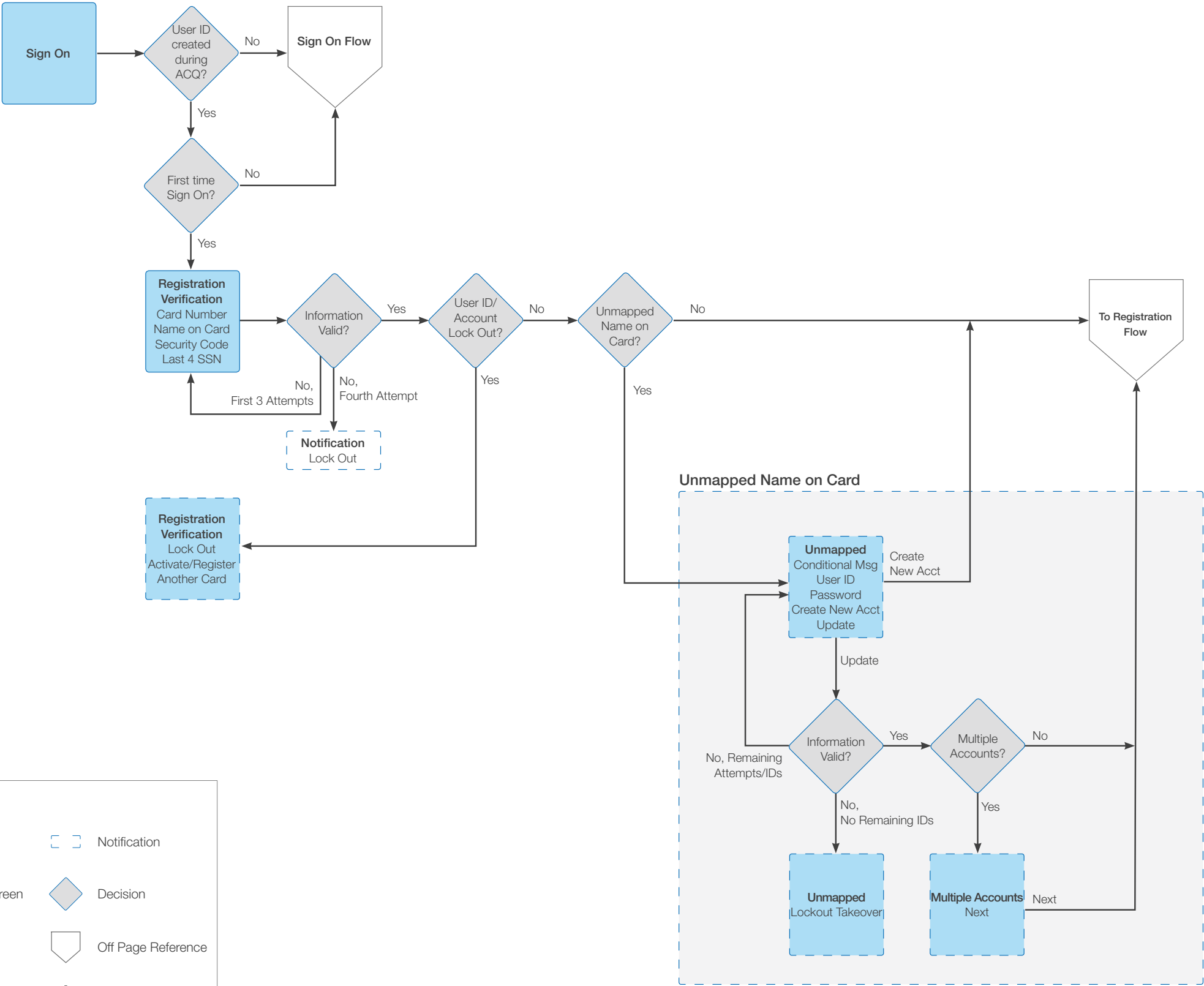
|  |  |  |             |                                                          |                                                                             |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|--|--|--|-------------|----------------------------------------------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Image       | (Image of Security Code)                                 |                                                                             | If you have a [Partner Name] American Express, your Security Code is a four digit number on the front of the card. If you have a [Partner Name] Credit Card, your Security Code is a three digit number on the back of the card. | Si tienes una tarjeta American Express de [Partner Name], tu Código de Seguridad es un número de cuatro dígitos que aparece en el frente de la tarjeta. Si tienes una Tarjeta de Crédito de [Partner Name], tu Código de Seguridad es un número de tres dígitos que aparece al dorso de la tarjeta. |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Tool Tip    | Don't have a security code on your card? Give us a call. | ¿No tienes un código de seguridad en tu tarjeta? Llámanos.                  |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Field Label | Last 4 Digits of the Primary Cardholder's SSN            | Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number.<br><br>If invalid formatting<br>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number using numbers only. | Errores por parte del cliente:<br><br>Si está en blanco:<br>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal.<br><br>Si el formato del Cliente es inválido:<br>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal utilizando números únicamente. |  |  |

|                                                                           |   |   |                  |                                                                                                                                                                             |                                                                                                                                                                                            |                                              |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------|---|---|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                           |   |   | Button (Primary) | Verify                                                                                                                                                                      | Verificar                                                                                                                                                                                  | Verify information and proceed to next step. | Verificar la información y seguir con el próximo paso. | Server-Side Error Message [Module Level]:<br><br>The information you entered does not match our records. Please re-enter your information in the fields below. For your protection, we cannot specify which field is incorrect.<br><br>Server-Side Error Message, Cannot Register/Activate Scenarios (Module Level):<br>We cannot register and/or activate your card at this time.<br><br>Please contact Technical Service at [Technical Service Phone Number].<br><br>Server-Side Error Message [Module Level]:<br><br>If Security Code indicates the card is expired:<br>Our records indicate that this card is expired. Please make sure your card is current, and enter the Security Code. | Error por parte del servidor:<br>La información que ingresaste no coincide con nuestros registros. Vuelve a ingresar tu información en los campos a continuación. Para tu protección, no podemos especificar cuál campo es incorrecto.<br><br>Server-Side Error Message (Module Level)<br><br>No podemos registrar o activar tu tarjeta en este momento.<br><br>Llama al Servicio Técnico al [Número de Teléfono del Servicio Técnico].<br><br>Server-Side Error Message [Module Level]:<br><br>Nuestros registros indican que esta tarjeta ha vencido. Asegúrate de que tu tarjeta esté vigente, e ingresa el código de seguridad. |        | CIL Status Code: CIL_102<br><br>A,B, E, L, U, and Z status codes applicable to cannot register/activate scenarios<br><br>Appears based on conditional validation when the user clicks the CTA that submits the form |
|                                                                           |   |   | Image            | (Partner Card Image, Front)                                                                                                                                                 | (Imagen de la Tarjeta del Socio, Frente)                                                                                                                                                   | [Partner Card Program Name]                  |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                                                                                                                                                                     |
| FUSION: LOCKOUT TAKEOVER, CARDS UNAVAILABLE TO BE ACTIVATED OR REGISTERED |   |   |                  |                                                                                                                                                                             |                                                                                                                                                                                            |                                              |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                                                                                                                                                                     |
| D                                                                         | T | M | ELEMENT          | COPY                                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                                             | ADA                                          | ADA (SPANISH)                                          | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CMS ID | NOTES                                                                                                                                                                                                               |
|                                                                           |   |   | Text Heading     | Time to Give Us a Call                                                                                                                                                      | Es hora de que nos llames                                                                                                                                                                  |                                              |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        | CIL Status Code: CIL_103: Substatus Code 5026                                                                                                                                                                       |
|                                                                           |   |   | Text             | We are unable to activate or register your account at this time. Please try again in 24 hours.<br><br>Please contact Technical Service at [Technical Service Phone Number]. | No podemos activar o registrar tu cuenta en este momento. Por favor, inténtalo de nuevo dentro de 24 horas.<br><br>Llama al Servicio Técnico al [Número de Teléfono del Servicio Técnico]. |                                              |                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                                                                                                                                                                     |

Fusion 7 White Label Standard

# First-time User Verification Module

User Flow: Verification



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

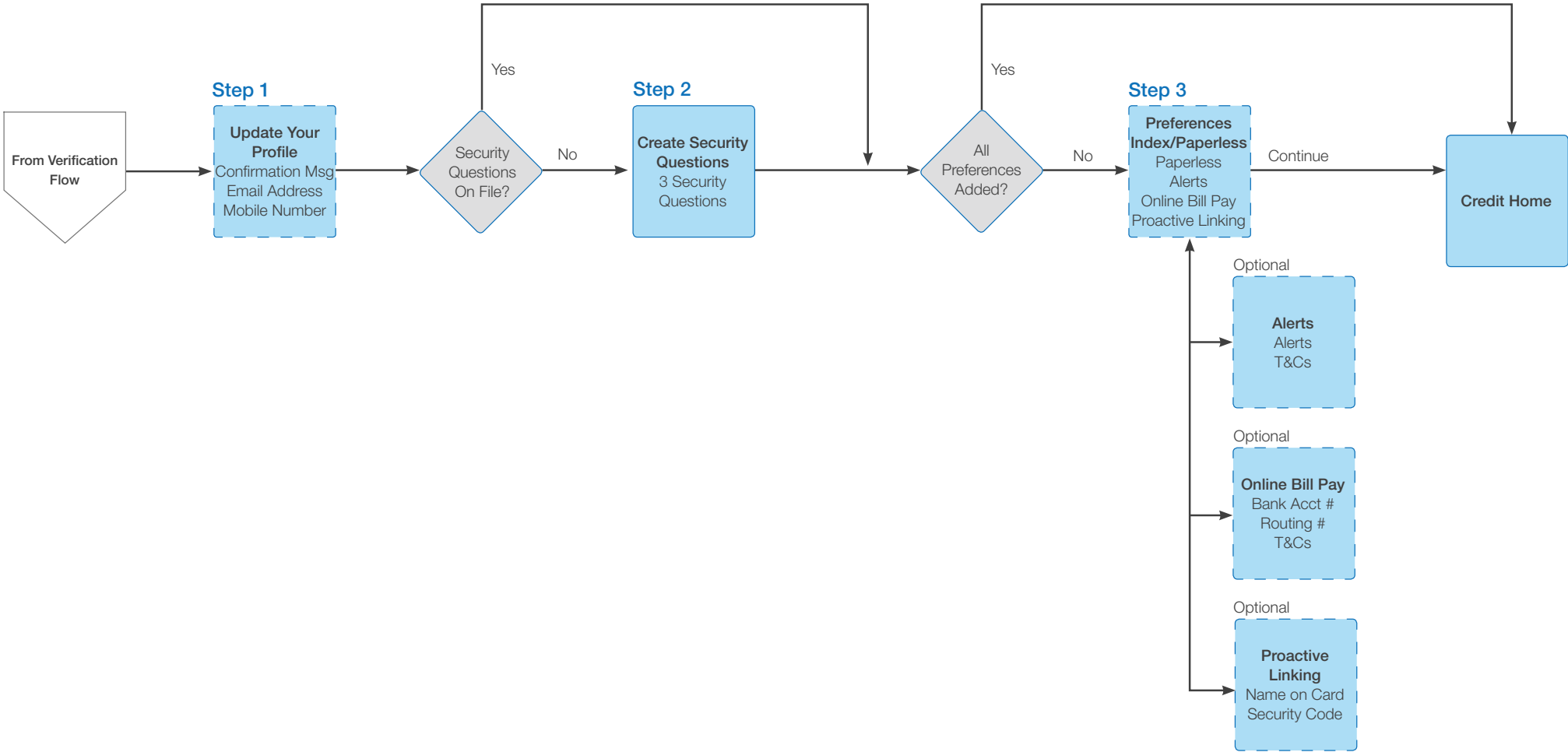
Off Page Reference

\*

Required



# User Flow: Registration



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

Off Page Reference

\*

Required

## Partner Credit Card Registration

## Please Verify Your Card Information

**1** Donec ullamcorper nulla non metus auctor fringilla. Morbi leo risus, porta ac consectetur, vestibulum at eros. Maecenas faucibus mollis interdum.

Card Number

Name as it Appears on Your Card

\_\_\_\_\_

Security Code ⓘ

\_\_\_\_\_

Last 4 Digits of the Primary Cardholder's SSN

2 Verify

## Page Notes

This is the Registration Verification page for users who are signing on for the first time. This page appears for users who created a user ID during the Acquisitions flow and have not logged into Fusion before. Content and interactions are consistent across Extra Large, Large, and Medium breakpoints.

## Interaction Notes

| Key | Element       | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Notes                                                                                                                                                                                                                                                                                                                                                         |
|-----|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Text          | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Dynamic content. Copy varies if user is logging in for the first time. Refer to copy for messaging.                                                                                                                                                                                                                                                           |
| 2   | Verify Button | <p>onClick checks the data client side for formatting errors, if an error is found then displays a form field error; this does not count as an attempt.</p> <p>If there are no formatting errors the data is submitted.</p> <p>if the information could not be validated a module level error is displayed and all fields are cleared; this does count as an attempt</p> <p>If the user has exceeded the number of available attempts they are locked out and a Notification is displayed on this page</p> <ol style="list-style-type: none"> <li>1. If the card is locked, display the lock out variation of the Registration Verification Form</li> </ol> <p>After the data is successfully validated:</p> <ol style="list-style-type: none"> <li>2. If the user is previously registered and there is not an unmapped Name on Card, displays an Account Notification on this page</li> <li>3. If the user is previously registered and there is an unmapped Name on Card, displays the Unmapped Name on Card screen</li> <li>4. If the user is not registered, and does have an eligible account to link, display the Preferences Index</li> <li>5. If the user is not registered, and does not have an eligible account to link, displays the Profile Form</li> <li>6. If the user is not eligible to activate their card and also not eligible to Register, displays the lock out variation of the Registration Verification Form</li> <li>7. If there is a system failure, displays a page level error on this page</li> </ol> | <p>1) See <i>Wireframe: Registration Verification Form- Lock Out, Large View</i></p> <p>2) See <i>Wireframe: Unmapped Name on Card, Large View</i></p> <p>3) See <i>Wireframe: Linking Form, Large View</i></p> <p>4) See <i>Wireframe: Profile Form, Large View</i></p> <p>6) See <i>Wireframe: Registration Verification Form- Lock Out, Large View</i></p> |



Wireframe: Card Verification - First Time Login, Extra Small View

Partner Credit Card  
Registration

Card Art

Partner Credit  
Card Registration

Please Verify Your Card  
Information

Donec ullamcorper nulla non metus  
auctor fringilla. Morbi leo risus, porta  
ac consectetur, vestibulum at eros.  
Maecenas faucibus mollis interdum.

Card Number

Name as it Appears on Your Card

Security Code ⓘ

Last 4 Digits of the Primary Cardholder's  
SSN

Verify

Page Notes

Module Type: Transactional Module

This is the Registration Verification page for users who are signing on for the first time. This page appears for users who created a user ID during the Acquisitions flow and have not logged into Fusion before. Content and interactions are consistent across Small and Extra Small breakpoints.

Copy: Registration Verification - First-Time Login

| FUSION: FIRST-TIME LOGIN VERIFICATION FORM |   |   |             |                                                                                                                                                               |                                                                                                                                                                                                   |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|--------------------------------------------|---|---|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------|
| D                                          | T | M | ELEMENT     | COPY                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                    | CMS ID | NOTES                                                                                 |
|                                            |   |   | Text        | [Partner Name Credit Card] Registration                                                                                                                       | [Partner Name Credit Card] Registro                                                                                                                                                               |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|                                            |   |   | Heading     | Please Verify Your Card Information                                                                                                                           | Verificar la Información de tu Tarjeta                                                                                                                                                            |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|                                            |   |   | Text        | Before you can start enjoying all the benefits of your online account, you must first verify your information below. Just complete all the fields to proceed. | Antes de que puedas comenzar a disfrutar todos los beneficios de tu cuenta en línea, primero debes verificar tu información a continuación. Simplemente completa todos los campos para continuar. |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|                                            |   |   | Field Label | Card Number                                                                                                                                                   | Número de tarjeta                                                                                                                                                                                 |     |               | Client-Side Errors [Field Level]:<br><br>If invalid characters:<br>Please enter a valid Card Number using numbers only.<br><br>If blank or insufficient characters:<br>Please enter a valid Card Number. | Errores por parte del cliente:<br><br>Si los caracteres son inválidos:<br>Ingresa un Número de Tarjeta válido utilizando números solamente.<br><br>Si está en blanco o los caracteres son insuficientes:<br>Por favor, ingresa un Número de Tarjeta válido. |        |                                                                                       |
|                                            |   |   | Field Help  | Please enter the 16-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 16-digit card numbers.                    |
|                                            |   |   | Field Help  | Please enter the 15-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 15-digit card numbers.                    |
|                                            |   |   | Field Help  | Please enter the 14-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 14-digit card numbers.                    |
|                                            |   |   | Field Help  | Please enter the 13-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 13-digit card numbers.                    |
|                                            |   |   | Field Help  | Please enter the 12-digit credit card number.                                                                                                                 | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 12-digit card numbers.                    |
|                                            |   |   | Field Help  | Please enter the card number printed on your card.                                                                                                            | (Translation needed.)                                                                                                                                                                             |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with multiple card numbers in their portfolio. |

Copy: Registration Verification - First-Time Login

|  |  |  |               |                                 |                                       |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                   |  |  |
|--|--|--|---------------|---------------------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Field Label   | Name as it Appears on Your Card | Nombre tal como aparece en tu tarjeta |                                                                                                        |                                                                                                                       | Client-Side Errors [Field Level]:<br><br>For invalid character entries and/or when the user enters 2-5 characters:<br><br>Please enter the Name as it Appears on Your Card without using numbers. Certain special characters are not allowed.<br><br>If blank, or contains less than 2 characters:<br>Please enter the Name as it Appears on Your Card. | Errores por parte del cliente:<br><br>For invalid character entries and/or when the user enters 2-5 characters:<br><br>Ingresa el Nombre tal como aparece en tu tarjeta sin utilizar números. Algunos caracteres especiales no están permitidos.<br><br>Si está en blanco, o contiene menos de 2 caracteres:<br>Ingresa el Nombre tal como aparece en tu tarjeta. |  |  |
|  |  |  | Field Label   | Security Code                   | Código de Seguridad                   | Enter your Security Code, a three or four digit number that appears on the front or back of your card. | Ingresa tu Código de Seguridad, un número de tres o cuatro dígitos que aparece en el frente o el dorso de tu tarjeta. | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter your Security Code.<br><br>If invalid formatting:<br>Please re-enter your Security Code. Your entry must have 3 or 4 numbers, and cannot contain letters or special characters.                                                                                                      | Client-Side Errors [Field Level]:<br><br>If blank:<br>Ingresa tu Código de Seguridad.<br><br>If invalid formatting:<br>Vuelve a ingresar tu Código de Seguridad. La información ingresada debe tener 3 o 4 números y no puede contener letras ni caracteres especiales.                                                                                           |  |  |
|  |  |  | Tool Tip Icon | [Tool tip Icon]                 |                                       | To open:<br>Open Security Code tooltip.                                                                | To open:<br>Abrir la sugerencia de la herramienta sobre Código de Seguridad.                                          |                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Link          | [X]                             |                                       | To close:<br>Close this tooltip.                                                                       | To close:<br>Cerrar esta sugerencia de la herramienta.                                                                |                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Tool Tip      | Security Code                   | Código de Seguridad                   |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                   |  |  |

Copy: Registration Verification - First-Time Login

|  |  |  |             |                                                          |                                                                             |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                       |  |  |
|--|--|--|-------------|----------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Image       | (Image of Security Code)                                 |                                                                             | <p>If you have a [Partner Name] American Express, your Security Code is a four digit number on the front of the card. If you have a [Partner Name] Credit Card, your Security Code is a three digit number on the back of the card.</p> | <p>Si tienes una tarjeta American Express de [Partner Name], tu Código de Seguridad es un número de cuatro dígitos que aparece en el frente de la tarjeta. Si tienes una Tarjeta de Crédito de [Partner Name], tu Código de Seguridad es un número de tres dígitos que aparece al dorso de la tarjeta.</p> |                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                       |  |  |
|  |  |  | Tool Tip    | Don't have a security code on your card? Give us a call. | ¿No tienes un código de seguridad en tu tarjeta? Llámanos.                  |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                       |  |  |
|  |  |  | Field Label | Last 4 Digits of the Primary Cardholder's SSN            | Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                            | <p>Client-Side Errors [Field Level]:</p> <p>If blank:<br/>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number.</p> <p>If invalid formatting<br/>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number using numbers only.</p> | <p>Errores por parte del cliente:</p> <p>Si está en blanco:<br/>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal.</p> <p>Si el formato del Cliente es inválido:<br/>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal utilizando números únicamente.</p> |  |  |

Copy: Registration Verification - First-Time Login

|                                                                           |   |   |                     |                                                                                                                                                                             |                                                                                                                                                                         |                                                    |                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------|---|---|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                           |   |   | Button<br>(Primary) | Verify                                                                                                                                                                      | Verificar                                                                                                                                                               | Verify information<br>and proceed to<br>next step. | Verificar la<br>información y<br>seguir con el<br>próximo paso. | Server-Side Error Message<br>[Module Level]:<br><br>The information you<br>entered does not match our<br>records. Please re-enter<br>your information in the fields<br>below. For your protection,<br>we cannot specify which field<br>is incorrect.<br><br>Server-Side Error Message,<br>Cannot Register/Activate<br>Scenarios (Module Level):<br>We cannot register and/<br>or activate your card at this<br>time.<br>Please contact Technical<br>Service at [Technical Service<br>Phone Number].<br><br>Server-Side Error Message<br>[Module Level]:<br><br>If Security Code indicates the<br>card is expired:<br>Our records indicate that this<br>card is expired. Please make<br>sure your card is current, and<br>enter the Security Code. | Error por parte del servidor:<br>La información que ingresaste<br>no coincide con nuestros<br>registros. Vuelve a ingresar tu<br>información en los campos<br>a continuación. Para tu<br>protección, no podemos<br>especificar cuál campo es<br>incorrecto.<br><br>Server-Side Error Message<br>(Module Level)<br>No podemos registrar o activar<br>tu tarjeta en este momento.<br>Llama al Servicio Técnico<br>al [Número de Teléfono del<br>Servicio Técnico].<br><br>Server-Side Error Message<br>[Module Level]:<br>If Security Code indicates the<br>card is expired:<br>Nuestros registros indican<br>que esta tarjeta ha vencido.<br>Asegúrate de que tu tarjeta<br>esté vigente, e ingresa el<br>código de seguridad. |        | CIL Status Code: CIL_102<br><br>A,B, E, L, U, and Z status<br>codes applicable to cannot<br>register/activate scenarios<br><br>Appears based on<br>conditional validation when<br>the user clicks the CTA that<br>submits the form |
|                                                                           |   |   | Image               | (Partner Card Image, Front)                                                                                                                                                 | (Imagen de la Tarjeta del Socio,<br>Frente)                                                                                                                             | [Partner Card<br>Program Name]                     |                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                                                                                                                                                                                                    |
| FUSION: LOCKOUT TAKEOVER, CARDS UNAVAILABLE TO BE ACTIVATED OR REGISTERED |   |   |                     |                                                                                                                                                                             |                                                                                                                                                                         |                                                    |                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                                                                                                                                                                                                    |
| D                                                                         | T | M | ELEMENT             | COPY                                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                          | ADA                                                | ADA (SPANISH)                                                   | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ERROR MESSAGES<br>(SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | CMS ID | NOTES                                                                                                                                                                                                                              |
|                                                                           |   |   | Text<br>Heading     | Time to Give Us a Call                                                                                                                                                      | Es hora de que nos llames                                                                                                                                               |                                                    |                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        | CIL Status Code: CIL_103:<br>Substatus Code 5026                                                                                                                                                                                   |
|                                                                           |   |   | Text                | We are unable to register your<br>account at this time. Please try<br>again in 24 hours.<br><br>Please contact Technical Service<br>at [Technical Service Phone<br>Number]. | (Translation in progress.)<br><br>Por favor, inténtalo de nuevo<br>dentro de 24 horas.<br>Llama al Servicio Técnico<br>al [Número de Teléfono del<br>Servicio Técnico]. |                                                    |                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                                                                                                                                                                                                                                    |

Fusion 7 White Label Standard

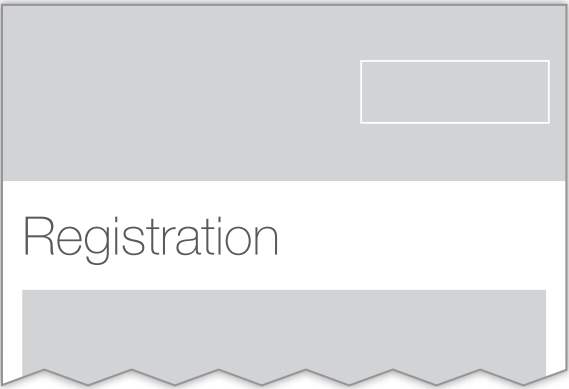
# Registration Page Title



Wireframe: Registration Page Title, Large and Extra Small Views



Large View



Extra Small View

Page Notes

Module Type: Informational Module

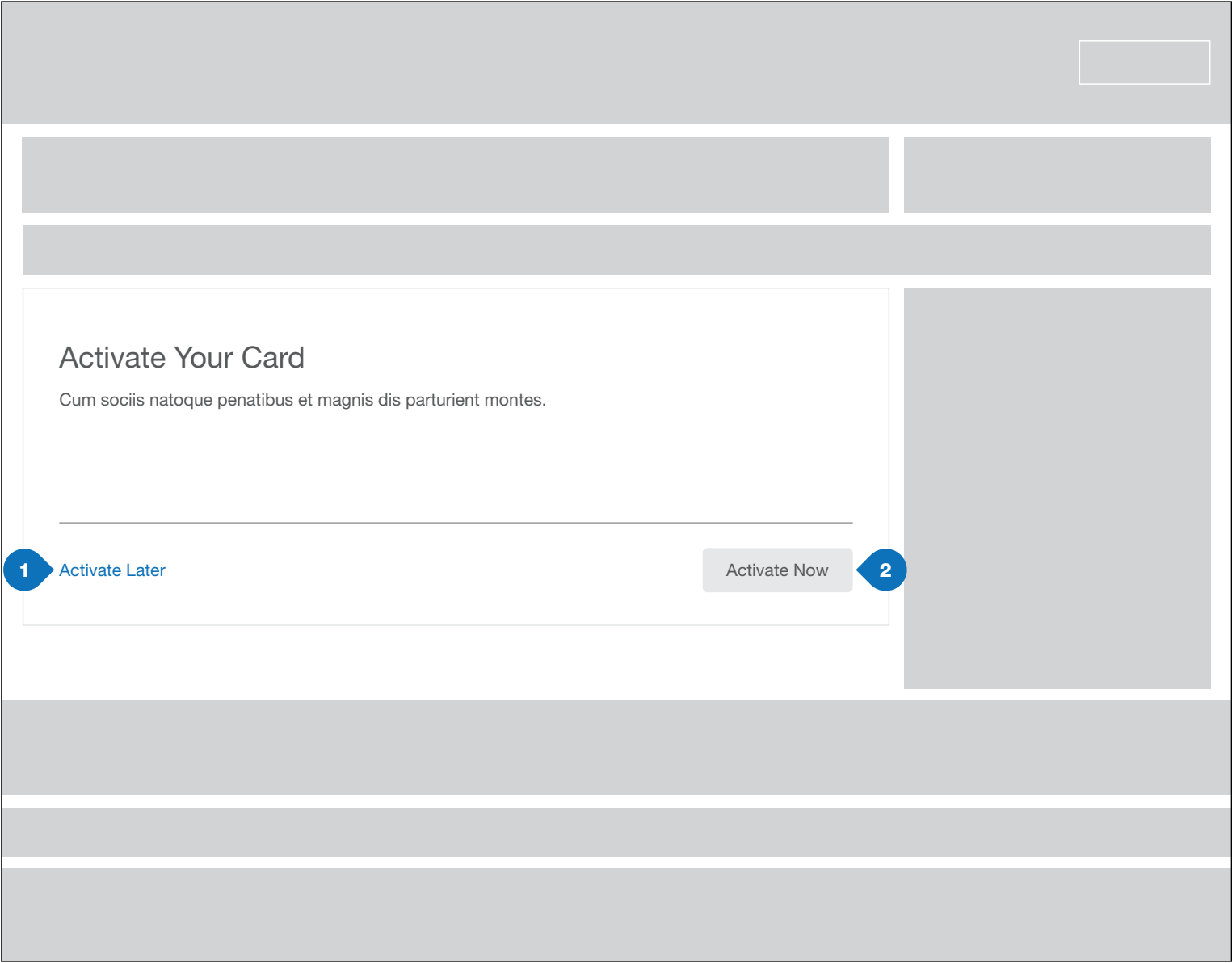
This module displays the Registration title. If the module fails to load, display Module Failure. Content and interactions are consistent across all breakpoints.

Fusion 7 White Label Standard

# Card Activation Form



Wireframe: Card Activation Form, Large View



Page Notes

Module Type: Transactional Module

Users that have been verified and have inactive cards must agree to activate their card or continue with registration. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element             | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Notes                                                                                                                                                                                                           |
|-----|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Activate Later Link | onClick does not activate the user's card and:<br><br>1. If the user was previously registered and there is not an unmapped name on card, display the Fusion Sign On Page within the same browser window with an Account Notification confirming the card was not activated<br><br>2. If the user is already registered and there is an unmapped name on card, display the Unmapped Name on Card screen<br><br>3. If the user is not registered and does have an eligible account to link, display the Linking Form<br><br>4. If the user is not registered and does not have an eligible account to link, display the Profile Form                                                                                                                                                                                                                                                                                                                     | 1) See Wireframe: Registration Verification Form, Large View<br>2) See Wireframe: Unmapped Name on Card, Large View<br>3) See Wireframe: Linking Form, Large View<br>4) See Wireframe: Profile Form, Large View |
| 2   | Activate Now Button | onClick activates the user's card and:<br><br>1. If the card is already registered and there is not an unmapped name on card, display the Fusion Sign On Page with a Confirmation Notification confirming card activation<br><br>2. If the card is already registered and there is an unmapped name on card, display the Unmapped Name on Card screen with a Confirmation Notification confirming card activation<br><br>3. If the card is not activated, the user is previously registered and there is not an unmapped name on card, display the Fusion Sign On Page within the same browser window with an Account Notification confirming card activation<br><br>4. If the card is not activated, the user is not previously registered, and does not have an eligible account to link, display the Profile Form with a Confirmation Notification confirming card activation<br><br>5. If there is a system failure then display a page level error | 1) See Wireframe: Credit Home, Large View<br>2) See Wireframe: Unmapped Name on Card, Large View<br>3) See Wireframe: Registration Verification Form, Large View<br>4) See Wireframe: Profile Form, Large View  |

| FUSION: REGISTRATION: ACTIVATION FORM |   |   |                  |                                                                          |                                                                   |                                                |                                                   |                |                          |        |       |
|---------------------------------------|---|---|------------------|--------------------------------------------------------------------------|-------------------------------------------------------------------|------------------------------------------------|---------------------------------------------------|----------------|--------------------------|--------|-------|
| D                                     | T | M | ELEMENT          | COPY                                                                     | COPY (SPANISH)                                                    | ADA                                            | ADA (SPANISH)                                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                       |   |   | Heading          | Activate Your Card                                                       | Activa tu Tarjeta                                                 |                                                |                                                   |                |                          |        |       |
|                                       |   |   | Text             | It's easy to start using your card.<br>Just activate and you're all set. | Empezar a usar tu tarjeta es fácil. Simplemente actívala y listo. |                                                |                                                   |                |                          |        |       |
|                                       |   |   | Button (Primary) | Activate Now                                                             | Activar Ahora                                                     | Activate card and proceed to next step.        | Activa la tarjeta y sigue con el próximo paso.    |                |                          |        | .     |
|                                       |   |   | Link             | Activate Later                                                           | No activar mi tarjeta                                             | Continue registration without activating card. | Continuar con el registro sin activar la tarjeta. |                |                          |        |       |

Fusion 7 White Label Standard

# Activate Reissue Form

## Activate Your Card

Praesent commodo cursus magna, vel scelerisque nisl consectetur et. Nulla vitae elit libero, a pharetra augue.

[PARTNER PROVIDED CARD NAME] ENDING IN 1234 1

---

Security Code from Old Card i 3

2

OR

Last 4 Digits of Registered Bank Account Number i

---

4 [Activate Later](#) Activate Now

| Key | Element             | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Notes                                                                                                                                                                                                                              |
|-----|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Dynamic Card Number | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Dynamic Text- The card name and last four digits of the user's new card are displayed                                                                                                                                              |
| 2   | Form Field          | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                    |
| 3   | Tooltip             | onClick displays the tooltip                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                    |
| 4   | Activate Later Link | <p>onClick does not activate the user's card and:</p> <ol style="list-style-type: none"> <li>1. If the card is already registered and does not have an unmapped name on card, display the Sign On Page within the same browser window with an Account Notification confirming the card was not activated</li> <li>2. If the card is already registered and has an unmapped name on card, display the Unmapped Name on Card screen</li> <li>3. If the user is not registered and does have an eligible account to link, display the Linking Form</li> <li>4. If the user is not registered and does not have an eligible account to link, display the Profile Form</li> </ol> | <p>1) See Wireframe: Registration Verification Form, Large View</p> <p>2) See Wireframe: Unmapped Name on Card, Large View</p> <p>3) See Wireframe: Linking Form, Large View</p> <p>4) See Wireframe: Profile Form, Large View</p> |

## Activate Your Card

Praesent commodo cursus magna, vel scelerisque nisl consectetur et. Nulla vitae elit libero, a pharetra augue.

[PARTNER PROVIDED CARD NAME] ENDING IN 1234

---

Security Code from Old Card ⓘ

OR

Last 4 Digits of Registered Bank Account Number ⓘ

---

[Activate Later](#)

Activate Now

5

| Interaction Notes |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                              |
|-------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element             | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Notes                                                                                                                                                                                                                                                                                        |
| 5                 | Activate Now Button | <p>onClick the data is first checked client side for formatting errors, if an error is found then displays a form field error; this does not count as an attempt. If there are no formatting errors the data is submitted, if the information could not be validated displays a module level error and clears all fields; this counts as an attempt</p> <ol style="list-style-type: none"> <li>1. If the user has exceeded the number of available attempts they are locked out and the module is taken over with a lock out message</li> </ol> <p>If the data is successfully validated the card is activated and:</p> <ol style="list-style-type: none"> <li>2. If the card is already registered and does not have an unmapped name on card, display the Update Profile Form with a Confirmation Notification confirming card activation</li> <li>3. If the card is already registered and does have an unmapped name on card, display the Unmapped Name on Card screen</li> <li>4. If the card is not registered, the user is not previously registered and does have an available account to link, display the Linking Form with a Confirmation Notification confirming card activation</li> <li>5. If the card is not registered, the user is not previously registered and does not have an available account to link, display the Profile Form with a Confirmation Notification confirming card activation</li> <li>6. If there is a system failure displays a page level error</li> </ol> | <p>1) See Wireframe: Activate Reissue Form- Lock Out, Large View</p> <p>2) See Wireframe: Update Profile Form, Large View</p> <p>3) See Wireframe: Unmapped Name on Card, Large View</p> <p>4) See Wireframe: Linking Form, Large View</p> <p>5) See Wireframe: Profile Form, Large View</p> |

## Wireframe: Activate Reissue Form - Lock Out, Large View

## Notes

If the user has exceeded the number of available attempts to activate a reissued card, they are locked out and the module is taken over with a Lock Out message. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.



| FUSION: REGISTRATION: CARD REISSUE FORM |   |   |              |                                                                                                                                                                                                               |                                                                                                                                                                                                                      |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                   |        |       |
|-----------------------------------------|---|---|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|
| D                                       | T | M | ELEMENT      | COPY                                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                       | ADA                                                                                                    | ADA (SPANISH)                                                                                                         | ERROR MESSAGES                                                                                                                                                                                                                               | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                          | CMS ID | NOTES |
|                                         |   |   | Heading      | Activate Your Card                                                                                                                                                                                            | Activa tu Tarjeta                                                                                                                                                                                                    |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                   |        |       |
|                                         |   |   | Text         | It looks like you’ve recently been issued a new card. Please fill out the fields below to activate it.<br><br>If you don’t have your card information, please contact Customer Service to activate your card. | Al parecer se te ha emitido recientemente una nueva tarjeta. Completa los campos a continuación para activarla.<br><br>Si no tienes la información de tu tarjeta, comunícate con Servicio al Cliente para activarla. |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                   |        |       |
|                                         |   |   | Text         | [PRODUCT NAME] ENDING IN [XXXX]                                                                                                                                                                               | [NOMBRE DEL PRODUCTO] TERMINA EN [XXXX]                                                                                                                                                                              |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                   |        |       |
|                                         |   |   | Field Label  | Security Code from Old Card                                                                                                                                                                                   | Código de Seguridad                                                                                                                                                                                                  | Enter your Security Code, a three or four digit number that appears on the front or back of your card. | Ingresa tu Código de Seguridad, un número de tres o cuatro dígitos que aparece en el frente o el dorso de tu tarjeta. | Client-Side Errors [Field Level]:<br><br>If blank: Please enter your Security Code.<br><br>If invalid formatting: Please re-enter your Security Code. Your entry must have 3 or 4 numbers, and cannot contain letters or special characters. | Client-Side Errors [Field Level]:<br><br>If blank: Ingresa tu Código de Seguridad.<br><br>If invalid formatting: Vuelve a ingresar tu Código de Seguridad. La información ingresada debe tener 3 o 4 números y no puede contener letras ni caracteres especiales. |        |       |
|                                         |   |   | Tooltip Icon | [Tooltip Icon]                                                                                                                                                                                                | [Tooltip Icon]                                                                                                                                                                                                       | To open: Open Security Code tooltip.                                                                   | To open: Abrir la sugerencia de la herramienta sobre Código de Seguridad.                                             |                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                   |        |       |
|                                         |   |   | Link         | [X]                                                                                                                                                                                                           | [X]                                                                                                                                                                                                                  | To close: Close this tooltip.                                                                          | To close: Cerrar esta sugerencia de la herramienta.                                                                   |                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                   |        |       |
|                                         |   |   | Tooltip      | Security Code                                                                                                                                                                                                 | Código de Seguridad                                                                                                                                                                                                  |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                   |        |       |

|  |  |  |                 |                                                                                                     |                                                                                                |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                 |                                                                                                    |  |  |
|--|--|--|-----------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Image           | (Image of Security Code)                                                                            |                                                                                                | If you have a [Partner Name] American Express, your Security Code is a four digit number on the front of the card. If you have a [Partner Name] Credit Card, your Security Code is a three digit number on the back of the card. | Si tienes una tarjeta American Express de [Partner Name], tu Código de Seguridad es un número de cuatro dígitos que aparece en el frente de la tarjeta. Si tienes una Tarjeta de Crédito de [Partner Name], tu Código de Seguridad es un número de tres dígitos que aparece al dorso de la tarjeta. |                                                                                                                 |                                                                                                    |  |  |
|  |  |  | Tooltip         | Don't have a security code on your card? Give us a call.                                            | ¿No tienes un código de seguridad en tu tarjeta? Llámanos.                                     |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                 |                                                                                                    |  |  |
|  |  |  | Text            | OR                                                                                                  | O BIEN                                                                                         |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                 |                                                                                                    |  |  |
|  |  |  | Field Label     | Last 4 Digits of Registered Bank Account Number                                                     | Últimos 4 Dígitos del Número de Cuenta Bancaria Registrada                                     |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     | Client-Side Error: [Field Level] Please enter the last 4 digits of your Bank Account Number using numbers only. | Errores por parte del cliente: Ingresa tu Número de Cuenta Bancaria utilizando números únicamente. |  |  |
|  |  |  | Tooltip Icon    | i                                                                                                   | i                                                                                              | To open:<br>Open Last 4 Digits of Registered Bank Account Number tooltip.<br><br>To close:<br>Close this tooltip.                                                                                                                | To open:<br>Abrir la sugerencia de la herramienta de los Últimos 4 Dígitos en el Recuadro para la Firma.<br><br>To close:<br>Cerrar esta descripción.                                                                                                                                               |                                                                                                                 |                                                                                                    |  |  |
|  |  |  | Tooltip Heading | Registered Bank Account Number                                                                      | Cuenta Bancaria Registrada                                                                     |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                 |                                                                                                    |  |  |
|  |  |  | Tooltip         | For your security, please provide us with the last 4 digits of your Registered Bank Account number. | Por tu seguridad, indícanos los últimos 4 dígitos del número de tu Cuenta Bancaria Registrada. |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                 |                                                                                                    |  |  |



|  |  |  |                     |                |                       |                                                         |                                                         |                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|--|--|--|---------------------|----------------|-----------------------|---------------------------------------------------------|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Button<br>(Primary) | Activate Now   | Activar Ahora         | Activate card<br>and proceed to<br>the next step.       | Activa la tarjeta<br>y sigue con el<br>próximo paso.    | Server-Side Errors Message:<br>[Module Level]<br>The information you<br>entered does not match our<br>records. Please re-enter<br>your information in the fields<br>below. For your protection,<br>we cannot specify which field<br>is incorrect.                                       | Errores por parte del servidor:<br>La información que ingresaste<br>no coincide con nuestros<br>registros. Vuelve a ingresar tu<br>información en los campos<br>a continuación. Para tu<br>protección, no podemos<br>especificar cuál campo es<br>incorrecto.                                                                                                                                          |  |  |
|  |  |  | Link                | Activate Later | No activar mi tarjeta | Continue<br>registration<br>without<br>activating card. | Continuar con el<br>registro sin activar<br>la tarjeta. |                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|  |  |  |                     |                |                       |                                                         |                                                         | Client-Side Error [Module<br>Level]:<br><br>If text fields “Last 3 Digits on<br>Signature Panel of Old Card”<br>and “Bank Account Number”<br>are both blank:<br><br>Please enter one of the<br>following:<br>• Last 3 Digits on Signature<br>Panel of Old Card<br>• Bank Account Number | Error por parte del servidor:<br>Error de la página:<br>Si los campos de texto “Últimos<br>3 DÍgitos en el Recuadro para<br>la Firma de la Tarjeta Anterior” y<br>“Número de Cuenta Bancaria”<br>están en blanco:<br>(Confirm translated text below)<br>Ingresa uno de los siguientes:<br>• Últimos 3 DÍgitos en el<br>Recuadro para la Firma de la<br>Tarjeta Anterior<br>• Número de Cuenta Bancaria |  |  |

Fusion 7 White Label Standard

# Unmapped Name on Card - Registration

# Wireframe: Unmapped Name on Card, Large View

Your Card May Have Been Registered Previously

Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Sed posuere consectetur est at lobortis. Maecenas faucibus mollis interdum. Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis vestibulum. Maecenas faucibus mollis interdum.

User ID

1

Select User ID

▼

Password

2

3

Create a New Account

4

Verify

## Page Notes

Module Type: Transactional Module

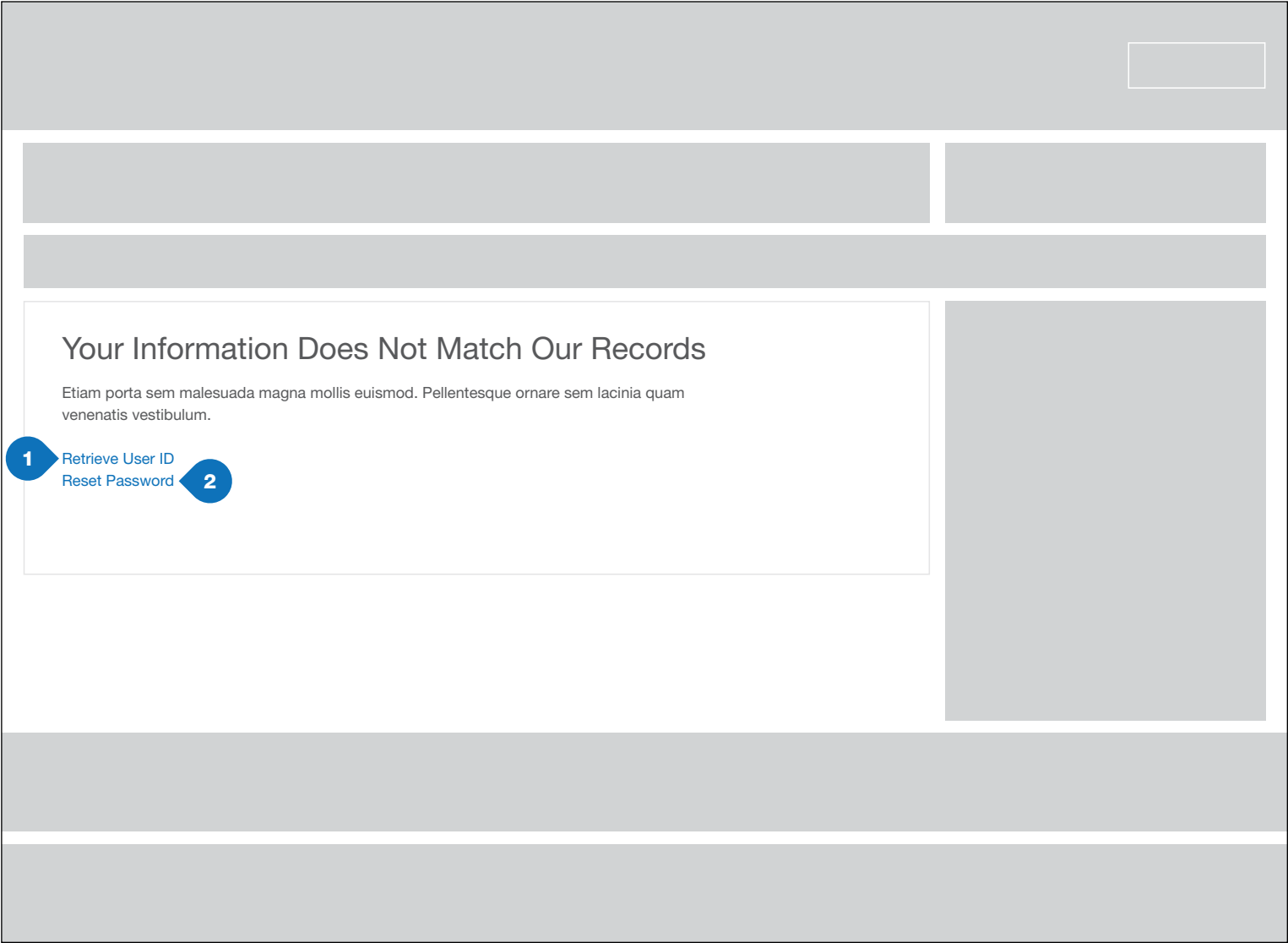
If the user was previously registered and the Name on Card was not mapped the user has the option to either provide information to link to an existing account or create a new account. If the user chooses to create a new account, they will continue with the registration process. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

## Interaction Notes

| Key | Element                   | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Notes                                                                                                                          |
|-----|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| 1   | User ID Dropdown          | onClick expands the User ID dropdown to show the eligible User IDs. Once the user selects a User ID, the dropdown collapses to display the selected ID                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                |
| 2   | Form Field                | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                |
| 3   | Create a New Account Link | onClick the Name on Card is not mapped and:<br><div><div>1. If there is an available account to link, displays the Linking Form</div><div>2. If user does not have an eligible card for traditional linking, display Profile Form</div><div>3. If there is a system failure displays a page level error</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <div><div>1) See Wireframe: Linking Form, Large View</div><div>2) See Wireframe: Profile Form, Large View</div></div>          |
| 4   | Verify Button             | onClick checks the client-side data for any formatting errors, if an error is found then displays a form field error; this does not count as an attempt. If there are no formatting errors the data is submitted, if the information could not be validated displays a module level error and clears all fields; this counts as an attempt<br><br>If the user has exceeded the number of available attempts for mapping to an existing account they are locked out and:<br><div><div>1. If there are additional User ID(s) to link to, displays a Lock Out Notification on this page and remove the locked out User ID from the dropdown list</div><div>2. If there is not an additional User ID to use, displays the Lockout Takeover</div></div><br>After the data is successfully validated the Name on Card is mapped and:<br><div><div>3. If there are multiple accounts, displays the Multiple Accounts screen</div><div>4. If there are not multiple accounts, displays the Fusion Sign On Page</div><div>5. If there is a system failure displays a page level error</div></div> | <div><div>2) See Wireframe: Lockout Takeover, Large View</div><div>3) See Wireframe: Multiple Accounts, Large View</div></div> |

## Wireframe: Lockout Takeover, Large View



### Page Notes

Module Type: Informational Module

If the user exceeded the number of attempts to map the Name on Card for all available User IDs the Lockout Takeover is displayed  
Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

### Interaction Notes

| Key | Element               | Action                                                                  | Notes |
|-----|-----------------------|-------------------------------------------------------------------------|-------|
| 1   | Retrieve User ID Link | onClick opens a new browser window and displays the Forgot User ID flow |       |
| 2   | Reset Password Link   | onClick opens a new browser window and displays the Reset Password flow |       |

Wireframe: Multiple Accounts, Large View

Thank You for Verifying Your Information

Maecenas faucibus mollis interdum. Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

User ID:

1Us●●●●23

For your protection, the following accounts are no longer associated with this User ID:

2[Partner Provided Card Name] ending in 1234

[Partner Provided Card Name] ending in 5678

Next

3

Page Notes

Module Type: Informational Module

If the user had multiple accounts, once the Name on Card was mapped the Multiple Accounts screen is displayed to confirm which User ID the Name on Card was linked to and the additional accounts that were not linked. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element                       | Action                                                                                                                         | Notes                                                          |
|-----|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| 1   | Dynamic User ID               | None                                                                                                                           | Dynamic Text- The mapped User ID is displayed                  |
| 2   | Dynamic Additional Account(s) | None                                                                                                                           | Dynamic Text- The additional unlinked account(s) are displayed |
| 3   | Next Button                   | onClick: <div>1. Displays the Fusion Sign On Page</div> <div>2. If there is a system failure displays a page level error</div> |                                                                |

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| FUSION REGISTRATION: UNMAPPED NAME ON CARD |   |   |                  |                                                                                             |                                                                                                                          |                                                                                           |                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |                                                                                                                                                             |
|--------------------------------------------|---|---|------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                          | T | M | ELEMENT          | COPY                                                                                        | COPY (SPANISH)                                                                                                           | ADA                                                                                       | ADA (SPANISH)                                                                                                                             | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                               | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | CMS ID | NOTES                                                                                                                                                       |
|                                            |   |   | Heading          | Your Card May Have Been Registered Previously                                               | Tu Tarjeta puede haber sido registrada previamente                                                                       |                                                                                           |                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |                                                                                                                                                             |
|                                            |   |   | Text             | For your protection, please verify your User ID and Password to manage your online account. | Para tu protección, por favor verifica tu Identificación de Usuario y tu Contraseña para administrar tu cuenta en línea. |                                                                                           |                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |                                                                                                                                                             |
|                                            |   |   | Field Label      | User ID                                                                                     | Identificación de Usuario                                                                                                |                                                                                           |                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |                                                                                                                                                             |
|                                            |   |   | Dropdown Options | Select User ID [Display User IDs]                                                           | Seleccionar Identificación de Usuario [Display User IDs]                                                                 | Client-Side Error [Field Level]: If no User ID Selected: Please select a User ID to link. | Errores por parte del cliente: Si no se selecciona una Identificación de Usuario: Selecciona una Identificación de Usuario para vincular. |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |                                                                                                                                                             |
|                                            |   |   | Field            | Password                                                                                    | Contraseña                                                                                                               |                                                                                           |                                                                                                                                           | Client-Side Errors [Field Level]:<br>If blank: Please enter the valid Password for your account.<br>Insufficient characters: Your Password must be six to 32 characters in length.<br>Unaccepted special characters: Please try again. Certain special characters are not allowed.<br>Server-side Error: If mismatch: The Password you entered does not match our records. Please try again. | Error por parte del cliente [Mensaje de error de la página]: Si está en blanco: Ingresa la Contraseña válida para tu cuenta.<br>Caracteres insuficientes: Tu Contraseña debe tener una extensión de seis a 32 caracteres.<br>Unaccepted special characters. Por favor, inténtelo de nuevo. Algunos caracteres especiales no están permitidos.<br>Error por parte del servidor [Mensaje de error de la página]: La Contraseña que ingresaste no coincide con nuestros registros. Vuelve a intentarlo. |        | Mismatch error appears on failed attempts 1-3. The Lockout Takeover message appears on 4th.<br><br>Server-side Error: If mismatch: CIL Status Code: CIL_102 |
|                                            |   |   | Button           | Verify                                                                                      | Verificar                                                                                                                | Link your card to your existing account.                                                  | Vincular tu tarjeta a tus cuentas existentes                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |                                                                                                                                                             |
|                                            |   |   | Link             | Create a New Account                                                                        | Crear una Nueva Cuenta                                                                                                   | Continue registration without linking accounts.                                           | Continuar con el registro sin vincular cuentas.                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |                                                                                                                                                             |



| FUSION REGISTRATION: UNMAPPED NAME ON CARD: MULTIPLE ACCOUNTS |   |   |              |                                                                                         |                                                                                                      |     |               |                |                          |        |                                |
|---------------------------------------------------------------|---|---|--------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------|
| D                                                             | T | M | ELEMENT      | COPY                                                                                    | COPY (SPANISH)                                                                                       | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                          |
|                                                               |   |   | Heading      | Thank You for Verifying Your Information                                                | Gracias por verificar tu información                                                                 |     |               |                |                          |        |                                |
|                                                               |   |   | Text         | You can now use your User ID to manage your online account.                             | Ahora puedes utilizar tu Identificación de Usuario para administrar tu cuenta en línea.              |     |               |                |                          |        |                                |
|                                                               |   |   | Text         | User ID:                                                                                | Identificación de Usuario                                                                            |     |               |                |                          |        |                                |
|                                                               |   |   | Dynamic Text | [Prepopulated User ID]                                                                  | [Prepopulated User ID]                                                                               |     |               |                |                          |        | Masking rules apply            |
|                                                               |   |   | Text         | For your protection, the following accounts are no longer associated with this User ID: | Para tu protección, las siguientes cuentas ya no están asociadas con esta Identificación de Usuario: |     |               |                |                          |        |                                |
|                                                               |   |   | Dynamic Text | [Prepopulated Account Number(s)]                                                        | [Número(s) de Cuenta previamente completado(s)]                                                      |     |               |                |                          |        |                                |
|                                                               |   |   | Button       | Next                                                                                    | Siguiente                                                                                            |     |               |                |                          |        |                                |
| FUSION REGISTRATION: UNMAPPED NAME ON CARD: LOCKOUT TAKEOVER  |   |   |              |                                                                                         |                                                                                                      |     |               |                |                          |        |                                |
| D                                                             | T | M | ELEMENT      | COPY                                                                                    | COPY (SPANISH)                                                                                       | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                          |
|                                                               |   |   | Heading      | Your Information Does Not Match Our Records                                             | Tu información no coincide con nuestros registros.                                                   |     |               |                |                          |        |                                |
|                                                               |   |   | Text         | For your security, the account you are trying to access has been locked.                | Por tu seguridad, la cuenta a la que intentas acceder ha sido bloqueada.                             |     |               |                |                          |        |                                |
|                                                               |   |   | Link         | <a href="#">Retrieve User ID</a>                                                        | <a href="#">Recuperar Identificación de Usuario</a>                                                  |     |               |                |                          |        | Links to Retrieve User ID Flow |
|                                                               |   |   | Link         | <a href="#">Reset Password</a>                                                          | <a href="#">Restablecer Contraseña</a>                                                               |     |               |                |                          |        | Links to Reset Password Flow   |

Fusion 7 White Label Standard

# Linking Form



Link Your Card to Your Existing Account

Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Sed posuere consectetur est at lobortis. Maecenas faucibus mollis interdum. Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis vestibulum. Maecenas faucibus mollis interdum.

User ID

1

Select User ID

▼

Password

2

3

Create a New Account

4

Link Accounts

### Page Notes

Module Type: Transactional Module

If the user has one or more existing accounts and is eligible to link, the card can be linked to the existing account by entering the login credentials for that account. If multiple accounts exist the user has the option to choose which account to link to. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

### Interaction Notes

| Key | Element                   | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Notes                                                                                               |
|-----|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 1   | User ID Dropdown          | onClick expands the User ID dropdown to show the eligible User IDs. Once the user selects a User ID, the dropdown collapses and the selected ID is displayed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                     |
| 2   | Form Field                | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                     |
| 3   | Create a New Account Link | onClick the user's account is not linked, displays the Profile Form in the same browser window                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | See Wireframe: Profile Form, Large View                                                             |
| 4   | Link Accounts Button      | onClick checks the client-side data for any formatting errors, if an error is found then displays a form field error; this does not count as an attempt. If there are no formatting errors the data is submitted, if the information could not be validated displays a module level error and clears all fields; this counts as an attempt<br><br>If the user has exceeded the number of available attempts for linking to an existing account they are locked out and:<br><br>1. If there are additional User ID(s) to link to, displays a Lock Out Notification on this page and removes the locked out User ID from the dropdown list<br><br>2. If there is not an additional User ID to use, displays notification on Profile Form<br><br>After the data is successfully validated the user's accounts are linked and:<br><br>3. Displays the Update Profile Form with a Confirmation Notification confirming account linking<br><br>4. If there is a system failure displays a page level error | 2) See Wireframe: Profile Form, Large View<br><br>3) See Wireframe: Update Profile Form, Large View |

| FUSION REGISTRATION: LINKING FORM |   |   |                  |                                                                                    |                                                                                                        |                                                 |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |        |                                                             |
|-----------------------------------|---|---|------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------|
| D                                 | T | M | ELEMENT          | COPY                                                                               | COPY (SPANISH)                                                                                         | ADA                                             | ADA (SPANISH)                                   | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                          | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | CMS ID | NOTES                                                       |
|                                   |   |   | Heading          | Link Your Card to Your Existing Account                                            | Vincular tu tarjeta a tus cuentas existentes                                                           |                                                 |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |        |                                                             |
|                                   |   |   | Text             | Link your new card to get all your account information in one convenient location. | Vincula tu nueva tarjeta para encontrar toda la información de tu cuenta en un solo lugar conveniente. |                                                 |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |        |                                                             |
|                                   |   |   | Field Label      | User ID                                                                            | Identificación de Usuario                                                                              |                                                 |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |        |                                                             |
|                                   |   |   | Dropdown Options | Select User ID<br>[Display User IDs]                                               | Seleccionar Identificación de Usuario<br>[Display User IDs]                                            |                                                 |                                                 | Client-Side Error [Field Level]:<br>If no User ID Selected:<br>Please select a User ID to link.                                                                                                                                                                                                                                                                                                                         | Errores por parte del cliente:<br>Si no se selecciona una Identificación de Usuario:<br>Selecciona una Identificación de Usuario para vincular.                                                                                                                                                                                                                                                                                                                                                                                          |        |                                                             |
|                                   |   |   | Field Label      | Password                                                                           | Contraseña                                                                                             |                                                 |                                                 | Client-Side Errors [Field Level]:<br>If blank:<br>Please enter the valid Password for your account.<br><br>Insufficient characters:<br>Your Password must be six to 32 characters in length.<br><br>Unaccepted special characters.<br>Please try again. Certain special characters are not allowed.<br><br>Server-side Error:<br>If mismatch:<br>The Password you entered does not match our records. Please try again. | Error por parte del cliente [Mensaje de error de la página]:<br><br>Si está en blanco:<br>Ingresa la Contraseña válida para tu cuenta.<br><br>Caracteres insuficientes:<br>Tu Contraseña debe tener una extensión de seis a 32 caracteres.<br><br>Caracteres especiales no aceptados:<br>Por favor, inténtelo de nuevo. Algunos caracteres especiales no están permitidos.<br><br>Error por parte del servidor [Mensaje de error de la página]:<br>La Contraseña que ingresaste no coincide con nuestros registros. Vuelve a intentarlo. |        | Server-side Error:<br>If mismatch: CIL Status Code: CIL_102 |
|                                   |   |   | Button (Primary) | Link Accounts                                                                      | Vincular cuentas                                                                                       | Link accounts and proceed to the next step.     | Vincular cuentas y seguir con el próximo paso.  |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |        |                                                             |
|                                   |   |   | Link             | Create a New Account                                                               | Crear una Nueva Cuenta                                                                                 | Continue registration without linking accounts. | Continuar con el registro sin vincular cuentas. |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |        |                                                             |

Fusion 7 White Label Standard

# Update Profile Form

Welcome, [Name]

Fusce dapibus tellus ac cursus commodo. Tortor mauris condimentum nibh ut fermentum massa justo sit.

Email Address

Email Policy

Confirm Email Address

Mobile Phone (Optional)

Next

Page Notes

Module Type: Transactional Module

The Update Profile Form is a shorter version of the Profile Form. The purpose of this form is to capture or validate information for previously registered users. The user is required to enter or confirm profile information after activating a reissued card and/or linking during the registration process. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element                  | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Notes                                                                                                                                                                                                     |
|-----|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Email Address Form Field | onFocus activates the field and displays Email Field Help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | If the user has an email address associated with their account it is prepopulated                                                                                                                         |
| 2   | Mobile Phone Form Field  | onFocus activates the field and displays Mobile Phone Field Help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | This field is optional. User's account information is prepopulated if the user has a mobile phone associated with their account.<br><br>See Wireframe: Profile Form- Field Help                           |
| 3   | Next Button              | onClick the data is first checked client side for any formatting errors, if an error is found then displays a form field error. If there are no formatting errors the data is submitted, if the information could not be validated a module level error is displayed<br><br>After the data is successfully validated, if the card was activated in this flow:<br><div><div>Display Activation Confirmation</div><div>After the data is successfully validated, if coming from the Linking Form:<br/><div>If the user does not have security questions on file, display the Create Security Questions Form</div><div>If the user does have security questions on file, display the Preferences Index/Paperless</div></div><div>If there is a system failure displays a page level error</div></div> | 1) See Wireframe: Activation Confirmation, Large View<br><br>2) See Wireframe: Create Security Questions Form- Default State, Large View<br><br>3) See Wireframe: Preferences Index/Paperless, Large View |

| FUSION REGISTRATION: UPDATE PROFILE FORM |   |   |                           |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                 |        |                 |
|------------------------------------------|---|---|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------|
| D                                        | T | M | ELEMENT                   | COPY                                                                                                                                                                                                                                                                                                         | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                             | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                        | CMS ID | NOTES           |
|                                          |   |   | Heading                   | Welcome, [FirstName]                                                                                                                                                                                                                                                                                         | Bienvenido(a), [FirstName]                                                                                                                                                                                                                                                                                                                                                         |     |               |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                 |        |                 |
|                                          |   |   | Text                      | Please update your profile.                                                                                                                                                                                                                                                                                  | Actualiza tu perfil.                                                                                                                                                                                                                                                                                                                                                               |     |               |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                 |        |                 |
|                                          |   |   | Field Label               | Email Address                                                                                                                                                                                                                                                                                                | Dirección de email                                                                                                                                                                                                                                                                                                                                                                 |     |               | Client-Side Error:<br>If blank or invalid data entry:<br>Please enter your Email Address in the following format: user@domain.com.                                                                                                                                         | Error por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.                                                                                                                                                     |        |                 |
|                                          |   |   | Text                      | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |     |               |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                 |        | Field help text |
|                                          |   |   | Link                      | Email Policy                                                                                                                                                                                                                                                                                                 | Normas sobre el Email                                                                                                                                                                                                                                                                                                                                                              |     |               |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                 |        |                 |
|                                          |   |   | Field Label               | Confirm Email Address                                                                                                                                                                                                                                                                                        | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                                       |     |               | Client-Side Errors:<br>If blank:<br>Please re-enter the Email Address you entered above.<br><br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com. |        |                 |
|                                          |   |   | Field Label               | Mobile Phone (Optional)                                                                                                                                                                                                                                                                                      | Teléfono Móvil (Opcional)                                                                                                                                                                                                                                                                                                                                                          |     |               | Client-Side Error:<br>If invalid data entry:<br>Please enter a valid 10-digit phone number.                                                                                                                                                                                | Error por parte del cliente:<br>Si el ingreso de datos es inválido:<br>Por favor, ingresa un número de teléfono válido de 10 dígitos.                                                                                                                                                                                           |        |                 |
|                                          |   |   | Mobile Field Help Heading | Mobile Policy                                                                                                                                                                                                                                                                                                | Normas sobre el Teléfono Móvil                                                                                                                                                                                                                                                                                                                                                     |     |               |                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                 |        |                 |

|  |  |  |                           |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                        |                                                                    |                                                                      |  |  |  |  |
|--|--|--|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|----------------------------------------------------------------------|--|--|--|--|
|  |  |  | Mobile Field<br>Help Text | We may contact you at any mobile number you provide. You agree to receive calls and messages, such as text messages or prerecorded or autodialed calls, to service your account. You understand that normal mobile phone charges may apply. | Podemos comunicarnos con usted al número de teléfono móvil que proporcione. Usted acepta recibir llamadas y mensajes, como mensajes de texto o llamadas pregrabadas o de marcado automático, para administrar su cuenta. Usted entiende que pueden aplicarse los cargos normales para teléfonos móvil. |                                                                    |                                                                      |  |  |  |  |
|  |  |  | Button<br>(Primary)       | Next                                                                                                                                                                                                                                        | Siguiente                                                                                                                                                                                                                                                                                              | Continue to the next step of the credit card registration process. | Continuar con el próximo paso del proceso de registro de la tarjeta. |  |  |  |  |



Fusion 7 White Label Standard

# Profile Form

1STEP 1 OF 3

2

Welcome, [Name]

Vestibulum id ligula porta felis euismod semper.

3

Email Address

Email Policy4

5

Confirm Email Address

6

Mobile Phone (Optional)

7

Create User ID

Guidelines8

Available?

9

Create Password

Guidelines

Confirm Password

Next

Page Notes

Module Type: Transactional Module

Users must create a profile in order to register. If the user has an email address and/or mobile phone number associated with their account the fields are prepopulated. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element                          | Action                                                                                                                                                                                                                                                                                                                              | Notes                                                                                                                                                                           |
|-----|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Step Indicator                   | None                                                                                                                                                                                                                                                                                                                                | Informational                                                                                                                                                                   |
| 2   | Dynamic Name                     | None                                                                                                                                                                                                                                                                                                                                | Dynamic Text - The user's first name is displayed                                                                                                                               |
| 3   | Email Address Form Field         | onFocus activates the field and displays Email Field help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error                                                                                                                      | If the user has an email address associated with their account it is prepopulated                                                                                               |
| 4   | Email Policy Link                | onClick displays the Content Modal Module with the Email Policy content                                                                                                                                                                                                                                                             | See Wireframe: Content Modal Module, Large View                                                                                                                                 |
| 5   | Confirm Email Address Form Field | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                                                                                                                                                                 | If the user has an email address associated with their account it is prepopulated                                                                                               |
| 6   | Mobile Phone Form Field          | onFocus activates the field and displays Mobile Phone Field help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error                                                                                                               | This field is optional. User's account information is prepopulated if the user has a mobile phone associated with their account.<br><br>See Wireframe: Profile Form- Field Help |
| 7   | Create User ID Form Field        | 1. onFocus activates the field and the User ID Field Help is displayed; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error<br><br>2. Once a User ID meeting the formatting requirements is entered the Available Button is enabled | 1) See Wireframe: Profile Form- Field Help<br><br>2) See Wireframe: Profile Form- User ID Field Details                                                                         |
| 8   | Guidelines Link                  | onClick displays the Content Modal Module with the Guidelines content                                                                                                                                                                                                                                                               | See Wireframe: Content Modal Module, Large View                                                                                                                                 |
| 9   | Create Password Form Field       | onFocus activates the field and the Password Field Help is displayed; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error                                                                                                           | See Wireframe: Profile Form- Field Help                                                                                                                                         |



Wireframe: Profile Form, Large View (Continued)

STEP 1 OF 3

Welcome, [Name]

Vestibulum id ligula porta felis euismod semper.

Email Address

Email Policy

Confirm Email Address

Mobile Phone (Optional)

Create User ID

Guidelines

Available?

Create Password

Guidelines

Confirm Password

Next

10

| Interaction Notes |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                      |
|-------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element     | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Notes                                                                                                                                |
| 10                | Next Button | onClick checks the client-side data for any formatting errors, if an error is found then displays a form field error; if the error occurred within the User ID field this does not count as an attempt towards the User ID. If there are no formatting errors the data is submitted, if the information could not be validated a module level error is displayed; if the error occurred within the User ID field this counts as an attempt towards the User ID | 1) See Wireframe: Profile Form- User ID Field Details<br>2) See Wireframe: Create Security Questions Form- Default State, Large View |
|                   |             | 1. If the user has exceeded the number of available attempts to create a valid User ID they must select from one of three recommended IDs                                                                                                                                                                                                                                                                                                                      |                                                                                                                                      |
|                   |             | 2. After the data is successfully validated display the Create Security Questions Form                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                      |
|                   |             | 3. If there is a system failure displays a page level error                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                      |

# Wireframe: Profile Form - Field Help

Mobile Phone (Optional)

1

Mobile Policy

Nullam quis risus eget urna mollis ornare vel eu leo. Vestibulum id ligula porta felis euismod semper. Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

## Mobile Phone Policy

Create User ID

Guidelines

2

User ID Requirements:

- Donec sed odio dui ornare vel eu leo
- Nullam quis risus eget urna mollis
- Nullam id dolor id nibh ultricies vehicula ut id
- Integer posuere erat a ante venenatis dapibus

## User ID Requirements

Create Password

Guidelines

3

Password Requirements:

- Donec sed odio dui ornare vel eu leo
- Nullam quis risus eget urna mollis
- Nullam id dolor id nibh ultricies vehicula ut id
- Integer posuere erat a ante venenatis dapibus

## Password Requirements

### Page Notes

Field help for the Mobile Phone Policy as well as User ID and Password Requirements are displayed when the user clicks within the associated form field. Content and interactions are consistent across all breakpoints.

### Interaction Notes

| Key | Element                 | Action                                                      | Notes                                                                                                                                  |
|-----|-------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Mobile Phone Field Help | onFocus displays help within the Mobile Phone Form Field    | Field Help is only displayed when the user is active in the field                                                                      |
| 2   | User ID Field Help      | onFocus displays help within the Create User ID Form Field  | Field Help is only displayed when the user is active in the field. If the user clicks the Available? Button, then Field Help is closed |
| 3   | Password Field Help     | onFocus displays help within the Create Password Form Field | Field Help is only displayed when the user is active in the field                                                                      |

# Wireframe: Profile Form - User ID Field Details

Create User ID

Guidelines

Available?

1a

User ID Requirements:

- Donec sed odio dui ornare vel eu leo
- Nullam quis risus eget urna mollis
- Nullam id dolor id nibh ultricies vehicula ut id
- Integer posuere erat a ante venenatis dapibus

## Enabled State

Create User ID

Guidelines

Checking...

1b

## Checking Indicator

Create User ID

Guidelines

✓ Available

1c

## Available Indicator

Create User ID

Guidelines

Unavailable

1d

!

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean lacinia bibendum nulla sed consectetur.

## Not Available Indicator

Create User ID

Guidelines

Unavailable

1e

!

The User ID you entered is not available. Please create a different user ID. You have one attempt remaining before you will be asked to select from a list of User IDs.

## Not Available 1 More Attempt Indicator

Create User ID

Guidelines

This User ID is not available. Please select one of the following. You can create a new ID once your profile is complete.

2

☒ UserID1234

☐ UserID5678

☐ UserID9012

## Recommended ID Field

| Page Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| When the User ID entered meets the formatting requirements the Available Button is enabled. The user can check whether the User ID is available before continuing with the Profile Form. If the User ID is not available the user must try again. If the user has exceeded the number of available attempts to create a valid User ID, the system recommends three IDs; the user must select one as their User ID. Content and interactions are consistent across all breakpoints. |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                           |
| Interaction Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                           |
| Key                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Element              | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Notes                                                                                                                                                                     |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Available Button     | onClick submits data and the button updates to indicate status. Statuses are: <div>a. Enabled State</div> <div>b. Checking Indicator-<div>Indicator updates to Checking while waiting on the server</div></div> <div>c. Available Indicator-<div>If the User ID is available the button updates to Available and does count against the number of attempts</div></div> <div>d. Unavailable Indicator-<div>If the User ID is not available and there are remaining attempts, the button updates to Unavailable and a form field error is displayed, this does count against the number of attempts</div></div> <div>e. Unavailable 1 More Attempt Indicator-<div>If the User ID is not available and there is 1 remaining attempts, the button updates to Unavailable and a form field error is displayed indicating this is the user’s last attempt, this does count against the number of attempts</div></div> |                                                                                                                                                                           |
| 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Recommended ID Field | If the User ID is not available and there are no remaining attempts, hides the field and a message with 3 recommended User IDs are displayed<br><br>The first is selected by default                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | If the user leaves the experience (closing the browser, quitting or timing out) they will be met with an error if they attempt to register again within the next 24 hours |

| FUSION REGISTRATION: PROFILE FORM |   |   |             |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                       |                                     |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                 |
|-----------------------------------|---|---|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------|
| D                                 | T | M | ELEMENT     | COPY                                                                                                                                                                                                                                                                                                         | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                     | ADA                   | ADA (SPANISH)                       | ERROR MESSAGES                                                                                                                                                                                                                                                                                            | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                       | CMS ID | NOTES           |
|                                   |   |   | Text        | STEP 1 OF 3                                                                                                                                                                                                                                                                                                  | PASO 1 DE 3                                                                                                                                                                                                                                                                                                                                                                        |                       |                                     |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                 |
|                                   |   |   | Heading     | Welcome, [FirstName]                                                                                                                                                                                                                                                                                         | Bienvenido(a), [FirstName]                                                                                                                                                                                                                                                                                                                                                         |                       |                                     |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                 |
|                                   |   |   | Text        | Fill out your profile for fast and easy access to your online account.                                                                                                                                                                                                                                       | Completa tu perfil para un acceso rápido y fácil a tu cuenta en línea.                                                                                                                                                                                                                                                                                                             |                       |                                     |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                 |
|                                   |   |   | Field Label | Email Address                                                                                                                                                                                                                                                                                                | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                 |                       |                                     | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br>Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters:<br><br>The Email Address you enter must be less than 50 characters. Please try a different Email Address. | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters:<br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente. |        |                 |
|                                   |   |   | Text        | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                       |                                     |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        | Field help text |
|                                   |   |   | Link        | Email Policy                                                                                                                                                                                                                                                                                                 | Normas sobre el Email                                                                                                                                                                                                                                                                                                                                                              | Email Address Policy. | Normas sobre la Dirección de Email. |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                 |

|  |  |  |                                 |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                        |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |
|--|--|--|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Field Label                     | Confirm Email Address                                                                                                                                                                                                                       | Confirmar Dirección de Email                                                                                                                                                                                                                                                                           |  |  | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br>If Email and Confirm Email fields do not match:<br><br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters:<br>The Email Address you enter must be less than 50 characters. Please try a different Email Address. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters:<br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente. |  |  |
|  |  |  | Field Label                     | Mobile Phone (Optional)                                                                                                                                                                                                                     | Teléfono Móvil (Opcional)                                                                                                                                                                                                                                                                              |  |  | Client-Side Error [Field Level]:<br>If invalid data entry:<br>Please enter a valid 10-digit Mobile Phone Number.                                                                                                                                                                                                                                                                                                                              | Errores por parte del cliente:<br>Si el ingreso de datos es inválido:<br>Por favor, ingresa un número de teléfono válido de 10 dígitos.                                                                                                                                                                                                                                                                                                                                                                          |  |  |
|  |  |  | Mobile Field Help Text, Heading | Mobile Policy                                                                                                                                                                                                                               | Normas sobre el Teléfono Móvil                                                                                                                                                                                                                                                                         |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |
|  |  |  | Mobile Field Help Text          | We may contact you at any mobile number you provide. You agree to receive calls and messages, such as text messages or prerecorded or autodialed calls, to service your account. You understand that normal mobile phone charges may apply. | Podemos comunicarnos con usted al número de teléfono móvil que proporcione. Usted acepta recibir llamadas y mensajes, como mensajes de texto o llamadas pregrabadas o de marcado automático, para administrar su cuenta. Usted entiende que pueden aplicarse los cargos normales para teléfonos móvil. |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |

|  |  |  |                                 |                                                                              |                                                                                                            |                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                        |
|--|--|--|---------------------------------|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------|
|  |  |  | Field Label                     | Create User ID                                                               | Crear Identificación de Usuario                                                                            | Your User ID must use a minimum of five characters, but no more than thirty two. It must not have more than three consecutive digits. For more information, access our User ID and Password guidelines. | Tu Identificación de Usuario debe utilizar un mínimo de cinco caracteres, pero no más de treinta y dos. Tu Identificación de Usuario no puede contener más de tres dígitos consecutivos. Para obtener más información, accede a nuestras pautas sobre Identificación de Usuario y Contraseña. | Client-Side Errors [Field Level]:<br>If blank or invalid data entry:<br><b>Please create a User ID with a minimum of 5 characters, but no more than 32.</b><br><br>Client side error, field level, unaccepted special characters.<br><b>Please try again. Certain special characters are not allowed.</b><br><br>Client Side error, field level, when user enters more than three consecutive digits:<br><b>Your User ID cannot contain more than three consecutive digits. Please review the guidelines and try again.</b> | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br><b>Crea una Identificación de Usuario con un mínimo de 5 caracteres, pero no más de 32.</b><br><br>Client side error, field level, unaccepted special characters<br><b>Por favor, inténtalo de nuevo. Algunos caracteres especiales no están permitidos.</b><br><br>Client Side error, field level, when user enters more than three consecutive digits:<br><b>Tu Identificación de Usuario no puede contener más de tres dígitos consecutivos. Por favor revisa las pautas e intenta de nuevo.</b> |  |                        |
|  |  |  | Create User ID Errors Continued |                                                                              |                                                                                                            |                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                               | If User ID meets formatting requirements but is unavailable:<br>[See error copy for “Available?” Button, below]                                                                                                                                                                                                                                                                                                                                                                                                             | Si la Identificación de Usuario cumple con los requisitos de formato, pero no está disponible:<br>[Consulta la copia de error para el botón “¿Disponible?” a continuación]                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                        |
|  |  |  | Link                            | <a href="#">Guidelines</a>                                                   | <a href="#">Pautas</a>                                                                                     | User ID Guidelines                                                                                                                                                                                      | Pautas sobre la Identificación de Usuario.                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | Links to content modal |
|  |  |  | Field Help Heading              | User ID Requirements                                                         | Tu Identificación de Usuario debe                                                                          |                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                        |
|  |  |  | Field Help                      | - Must be 5 to 32 characters<br>- Cannot have more than 3 consecutive digits | - Utilizar un mínimo de 5 caracteres, pero no más de 32<br>- No puede tener más de 3 dígitos consecutivos. |                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                        |



|  |  |  |              |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                 |                                     |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                 |
|--|--|--|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Button       | Available?                                                                                                                                                                                    | ¿Disponible?                                                                                                                                                                                                                                                                    | Check if this User ID is available. | Verifica si esta Identificación de Usuario está disponible. | Server-side Errors [Module Level]:<br>First 3 attempts:<br>The User ID you entered is unavailable. Please create a different User ID.<br><br>4th attempt:<br>The User ID you entered is unavailable. Please create a different user ID. You have one attempt remaining before you will be asked to select from a list of User IDs.<br><br>5th attempt:<br>Present radio buttons with system-generated User IDs | Error por parte del servidor:<br>De los primeros 3 intentos:<br>La Identificación de Usuario que ingresaste no está disponible. Crea una Identificación de Usuario diferente.<br><br>Del cuarto intento:<br>La Identificación de Usuario que ingresaste no está disponible. Crea una identificación de usuario diferente. Puedes hacer un último intento antes de que te soliciten seleccionar de una lista de Identificaciones de Usuario.<br><br>Del quinto intento:<br>Mostrar botones de radio con Identificaciones de Usuario generadas por el sistema |  | First 3 attempts:<br>CIL Status Code: CIL_5027<br><br>4th attempt:<br>CIL Status Code:CIL_5028<br><br>5th attempt:<br>CIL Status Code: CIL_5029 |
|  |  |  | Button State | Checking...                                                                                                                                                                                   | Verificando...                                                                                                                                                                                                                                                                  | Checking if User ID is available.   |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                 |
|  |  |  | Button State | [Checkmark] Available                                                                                                                                                                         | Disponible                                                                                                                                                                                                                                                                      | User ID is available.               | La Identificación de Usuario está disponible.               |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                 |
|  |  |  | Button State | Unavailable                                                                                                                                                                                   | No Disponible                                                                                                                                                                                                                                                                   | User ID is unavailable.             | La Identificación de Usuario no está disponible.            | Server-Side Error [Field Level]:<br><br>The User ID you selected is unavailable. Please create a different User ID.                                                                                                                                                                                                                                                                                            | Errores por parte del cliente:<br><br>La Identificación de Usuario que seleccionaste no está disponible. Crea una Identificación de Usuario diferente.                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                 |
|  |  |  | Heading      | Choose User ID                                                                                                                                                                                | Seleccione Identificación de Usuario                                                                                                                                                                                                                                            |                                     |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | Appears in place of Create User ID after fifth attempt in previous field                                                                        |
|  |  |  | Text         | The User ID you selected is unavailable. Please select one of the following. You can create a new ID once your profile is complete.<br>(Display radio buttons with system-generated User IDs) | La Identificación de Usuario que seleccionaste no está disponible. Selecciona una de las siguientes. Puedes crear una Identificación de Usuario nueva cuando hayas completado tu perfil.<br>(Mostrar botones de radio con Identificaciones de Usuario generadas por el sistema) |                                     |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | Appears after fifth attempt in previous field                                                                                                   |

|  |  |  |                    |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                        |
|--|--|--|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------|
|  |  |  | Field Label        | Create Password                                                                                                                                                                                                                                      | Crear Contraseña                                                                                                                                                                                                                                                                                | Your password must be different from your User ID. It must have six to thirty two characters, including one letter, and two numbers. It cannot have two spaces in a row, and certain special characters are not allowed. For more information, access our User ID and Password guidelines. | Tu contraseña debe ser diferente de tu Identificación de Usuario. Debe tener entre seis y treinta y dos caracteres, incluidos una letra, dos números, y ningún espacio o carácter especial. Para obtener más información, accede a nuestras Pautas sobre la Identificación de Usuario y la Contraseña. | Client-Side Errors [Field Level]:<br>If blank:<br><b>Please create a Password.</b><br><br>Insufficient characters:<br><b>Your Password must have 6 to 32 characters with at least 2 numbers. Please view the User ID and Password Guidelines for more information.</b><br><br>If password does not contain at least 2 numbers and 1 letter and/or contains special characters or two spaces in a row<br><b>Your Password must contain at least 2 numbers and 1 letter. It cannot contain two consecutive spaces, and certain special characters are not allowed. Please try again.</b><br><br>If password matches user ID:<br><b>Please create a Password that is different from your User ID.</b> | Errores por parte del cliente:<br>Si está en blanco:<br><b>Crea una Contraseña.</b><br><br>Caracteres insuficientes:<br><b>Tu Contraseña debe tener entre 6 y 32 caracteres con por lo menos 2 numeros. Consulta las Pautas sobre Identificación de Usuario y Contraseña para obtener más información.</b><br><br>Si la contraseña no contiene por lo menos 2 números y 1 letra y contiene caracteres especiales o dos espacios consecutivos<br><b>Tu contraseña debe contener por lo menos 2 números y 1 letra. No puede contener dos espacios consecutivos, y ciertos caracteres especiales no están permitidos. Vuelve a intentarlo.</b><br><br>Si la contraseña coincide con la identificación de usuario:<br><b>Crea una Contraseña que sea diferente de tu Identificación de Usuario.</b> |  | Links to content modal |
|  |  |  | Field Help Heading | Password Requirements                                                                                                                                                                                                                                | Requisitos para la Contraseña                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                        |
|  |  |  | Field Help         | <ul style="list-style-type: none"><li>Between 6 and 32 characters</li><li>Include 1 letter and 2 numbers</li><li>Cannot include two spaces in a row, and certain special characters are not allowed</li><li>Must be different from User ID</li></ul> | <ul style="list-style-type: none"><li>Debe tener entre 6 y 32 caracteres</li><li>Debe incluir 1 letra y 2 números</li><li>No puede contener dos espacios consecutivos, y ciertos caracteres especiales no están permitidos</li><li>Debe ser diferente de la Identificación de Usuario</li></ul> |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                        |
|  |  |  | Link               | <a href="#">Guidelines</a>                                                                                                                                                                                                                           | <a href="#">Pautas</a>                                                                                                                                                                                                                                                                          | Password Guidelines                                                                                                                                                                                                                                                                        | Pautas sobre la Contraseña                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | Links to content modal |



|  |  |  |                  |                  |                      |                                                                    |                                                                      |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                |  |  |
|--|--|--|------------------|------------------|----------------------|--------------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Field Label      | Confirm Password | Confirmar Contraseña |                                                                    |                                                                      | Client-Side Errors [Field Level]:<br>If Blank<br>Please re-enter the Password you entered above.<br>If Password field does not match Confirm Password field:<br>The Passwords you entered do not match. Please try again. | Errores por parte del cliente<br>Si está en blanco:<br>Vuelve a ingresar la Contraseña que ingresaste arriba.<br>Si el campo Contraseña no coincide con el campo Confirmar Contraseña:<br>Las Contraseñas que ingresaste no coinciden.<br>Vuelve a intentarlo. |  |  |
|  |  |  | Button (Primary) | Next             | Siguiente            | Continue to the next step of the credit card registration process. | Continuar con el próximo paso del proceso de registro de la tarjeta. |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                |  |  |

Fusion 7 White Label Standard

# Create Security Questions

Wireframe: Create Security Questions - Default State, Large View

1STEP 2 OF 3

Choose Your Security Questions

2

Select Question 1

Select Question 2

Select Question 3

Next

Page Notes

Module Type: Transactional Module

User must select and answer three security questions before continuing to the preferences step of the registration process. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element                  | Action                                | Notes                                                                        |
|-----|--------------------------|---------------------------------------|------------------------------------------------------------------------------|
| 1   | Step Indicator           | None                                  | Informational                                                                |
| 2   | Select Security Question | onClick expands the Question Dropdown | See Wireframe: Create Security Questions Form- Question Dropdown, Large View |

# Wireframe: Create Security Questions - Question Dropdown, Large View

STEP 2 OF 3

Choose Your Security Questions

1

Select Question 1

2

Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh?

Nulla vitae elit libero, a pharetra augue?

Nullam quis risus eget urna mollis ornare vel eu leo?

Cum sociis natoque penatibus et magnis dis parturient montes?

Sed posuere consectetur est at lobortis?

Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh?

Etiam porta sem malesuada magna mollis euismod?

## Page Notes

Module Type: Transactional Module

User must select a question from the dropdown. Content and interactions are consistent across all breakpoints.

## Interaction Notes

| Key | Element                  | Action                                                                                                                                      | Notes                                                                               |
|-----|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 1   | Security Question Header | onClick collapses the Question Dropdown                                                                                                     | Clicking anywhere outside of the question list will close the dropdown              |
| 2   | Security Question        | onClick the question is selected, the dropdown collapses, the selected question is displayed along with the answer field and an edit button | See <i>Wireframe: Create Security Questions Form- Question Selected, Large View</i> |

# Wireframe: Create Security Questions - Question Selected, Large View

STEP 2 OF 3

Choose Your Security Questions

Question 1

Cum sociis natoque penatibus et magnis dis parturient montes?

Select Question 2

Select Question 3

Next

| Page Notes                                                                                                                                                   |             |                                                                                                                                                     |                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Module Type: Transactional Module                                                                                                                            |             |                                                                                                                                                     |                                                                                          |
| User must answer the selected security question or click edit to select a different question. Content and interactions are consistent across all breakpoints |             |                                                                                                                                                     |                                                                                          |
| Interaction Notes                                                                                                                                            |             |                                                                                                                                                     |                                                                                          |
| Key                                                                                                                                                          | Element     | Action                                                                                                                                              | Notes                                                                                    |
| 1                                                                                                                                                            | Form Field  | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error |                                                                                          |
| 2                                                                                                                                                            | Edit Button | onClick expands the Edit Selected Question Dropdown and updates the Edit Button to Cancel                                                           | See <i>Wireframe: Create Security Questions Form- Edit Selected Question, Large View</i> |

# Wireframe: Create Security Questions - Edit Selected Question Dropdown, Large View

STEP 2 OF 3

Choose Your Security Questions

Question 1

Cancel

Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh?

Nulla vitae elit libero, a pharetra augue?

Nullam quis risus eget urna mollis ornare vel eu leo?

Cum sociis natoque penatibus et magnis dis parturient montes?

Sed posuere consectetur est at lobortis?

Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh?

Etiam porta sem malesuada magna mollis euismod?

## Page Notes

Module Type: Transactional Module

User can select a new security question or keep the current selection. Content and interactions are consistent across all breakpoints.

## Interaction Notes

| Key | Element               | Action                                                                                                                                                                                                                                               | Notes                                                                        |
|-----|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 1   | New Security Question | onClick selects the new question, the dropdown collapses, the new question displays along with the answer field and an edit button. If an answer was entered for the previous question it is cleared from the answer field                           | See Wireframe: Create Security Questions Form- Question Selected, Large View |
| 2   | Selected Question     | onClick the selected question remains selected, the dropdown collapses, the selected question is displayed along with the answer field and an edit button. If an answer was entered for this question remains in the answer field                    | See Wireframe: Create Security Questions Form- Question Selected, Large View |
| 3   | Cancel Button         | onClick the selected question remains selected, the dropdown collapses, the selected question is displayed along with the answer field and the Cancel Button updates to Edit. If an answer was entered for this question remains in the answer field | See Wireframe: Create Security Questions Form- Question Selected, Large View |



| Page Notes                                                                                                                                                                                             |             |                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Module Type: Transactional Module                                                                                                                                                                      |             |                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                              |
| Once all security questions have been selected and answered the user can continue to the preferences step of the registration process. Content and interactions are consistent across all breakpoints. |             |                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                              |
| Interaction Notes                                                                                                                                                                                      |             |                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                              |
| Key                                                                                                                                                                                                    | Element     | Action                                                                                                                                                                                                                                                                                                                                                                           | Notes                                                                                                                                        |
| 1                                                                                                                                                                                                      | Next Button | onClick the data is submitted, if an error is found display an error message. Otherwise:<br><br>1. If the user has preferences available to add, display the Preferences Index/Paperless Module<br><br>2. If the user does not have preferences available to add, display the Registration Confirmation Modal<br><br>3. If there is a system failure displays a page level error | 1) See <i>Wireframe: Preferences Index/Paperless, Large View</i><br><br>2) See <i>Wireframe: Registration Confirmation Modal, Large View</i> |

| FUSION REGISTRATION: CREATE SECURITY QUESTIONS |   |   |                         |                                                                                           |                                                                                                                                  |                                                |                                                             |                                                                                                |                                                                                                    |        |                                                                   |
|------------------------------------------------|---|---|-------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------|
| D                                              | T | M | ELEMENT                 | COPY                                                                                      | COPY (SPANISH)                                                                                                                   | ADA                                            | ADA (SPANISH)                                               | ERROR MESSAGES                                                                                 | ERROR MESSAGES (SPANISH)                                                                           | CMS ID | NOTES                                                             |
|                                                |   |   | Text                    | STEP 2 OF 3                                                                               | PASO 2 DE 3                                                                                                                      |                                                |                                                             |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Heading                 | Choose Your Security Questions                                                            | Elige tus Preguntas de Seguridad                                                                                                 |                                                |                                                             |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Drop Down Label State   | Select Question [#] (Repeat for all other Security Questions)                             | Selecciona la Pregunta [#] (Repetir para todas las otras Preguntas de Seguridad)                                                 |                                                |                                                             |                                                                                                |                                                                                                    |        | (Before Question is selected)                                     |
|                                                |   |   | Drop Down Label State 2 | Select Question [#] (Repeat for all other Security Questions)                             | Selecciona la Pregunta [#] (Repetir para todas las otras Preguntas de Seguridad)                                                 |                                                |                                                             |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Drop Down Text          | [Display Security questions per business rules] (Repeat for all other Security Questions) | [Mostrar las preguntas de Seguridad de acuerdo con las reglas comerciales] (Repetir para todas las otras Preguntas de Seguridad) |                                                |                                                             |                                                                                                |                                                                                                    |        | Error message will only display once when the user clicks "Next." |
|                                                |   |   | Question Field Label    | Question [#]                                                                              | Pregunta [#]                                                                                                                     |                                                |                                                             |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Field Text              | [Display the selected security question]                                                  | [Mostrar la pregunta de seguridad seleccionada]                                                                                  |                                                |                                                             |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Button                  | Edit                                                                                      | Editar                                                                                                                           | Edit Security Question [#].                    | Editar Pregunta de Seguridad [#].                           |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Button State            | Cancel                                                                                    | Cancelar                                                                                                                         | Cancel and return to Security Question screen. | Cancelar y regresar a la pantalla de Pregunta de Seguridad. |                                                                                                |                                                                                                    |        | (Changes when question options dropdown)                          |
|                                                |   |   | Text Field              | [Display user's answer]                                                                   | [Mostrar la respuesta del usuario]                                                                                               | Answer to Security Question [#].               | Respuesta a la Pregunta de Seguridad [#].                   | Client-Side Errors [Field Level]:<br>If blank:<br>Please answer your chosen Security Question. | Error por parte del cliente:<br>If blank:<br>Por favor, responde tu Pregunta de Seguridad elegida. |        |                                                                   |



|  |  |  |                     |      |           |                                                                    |                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |
|--|--|--|---------------------|------|-----------|--------------------------------------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  |                     |      |           |                                                                    |                                                                      | <div>If answer contains 3 characters or fewer:<br/><b>Your answer must contain at least 4 characters.</b></div> <div>If answer matches another security question's answer:<br/><b>You used this answer for another question. Please use a different answer for each question.</b></div> <div>If answer contains special characters:<br/><b>Your answer cannot have special characters, such as &amp; and ( )</b></div> <div>If answer has more than two repeating characters:<br/><b>Your answer cannot have more than two repeating characters.</b></div> | <div>Si la respuesta contiene 3 caracteres o menos:<br/><b>Tu respuesta debe contener por lo menos 4 caracteres.</b></div> <div>Si la respuesta coincide con otra respuesta a una pregunta de seguridad:<br/><b>Utilizaste esta respuesta para otra pregunta. Usa una respuesta diferente para cada pregunta.</b></div> <div>Si la respuesta contiene caracteres especiales:<br/><b>Tu respuesta no puede tener caracteres especiales, como &amp; y ( )</b></div> <div>Si la respuesta tiene más de dos caracteres repetidos:<br/><b>Tu respuesta no puede tener más de dos caracteres repetidos.</b></div> |  |  |
|  |  |  | Button<br>(Primary) | Next | Siguiente | Continue to the next step of the credit card registration process. | Continuar con el próximo paso del proceso de registro de la tarjeta. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |

Fusion 7 White Label Standard

# Preferences Index/ Paperless

Page Notes

If the user clicks the browser back button the Registration Verification Form is displayed.

## Interaction Notes

| Key | Element                   | Action                                                                                                                                                                                                                                     | Notes                                                                                                                                                                     |
|-----|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Step Indicator            | None                                                                                                                                                                                                                                       | Informational                                                                                                                                                             |
| 2   | Dynamic Email Address     | None                                                                                                                                                                                                                                       | Dynamic Text- The email address entered on the Profile Form is displayed                                                                                                  |
| 3   | Paperless Checkbox        | onClick selects or deselects the checkbox                                                                                                                                                                                                  | The checkbox is selected by default                                                                                                                                       |
| 4   | Terms and Conditions Link | onClick displays the Content Modal Module with the Paperless Terms and Conditions content                                                                                                                                                  | See <i>Wireframe: Content Modal Module, Large View</i>                                                                                                                    |
| 5   | Paperless                 | None                                                                                                                                                                                                                                       | This module is conditional and is only displayed if the user has not previously enrolled in Paperless alerts<br><br>See <i>Wireframe: Alerts Form, Large View</i>         |
| 6   | Set Up Account Alerts     | onClick displays the Alerts Form                                                                                                                                                                                                           | This module is conditional and is only displayed if the user has not previously enrolled in any alerts<br><br>See <i>Wireframe: Alerts Form, Large View</i>               |
| 7   | Set Up Online Bill Pay    | onClick displays the Online Bill Pay Form                                                                                                                                                                                                  | This module is conditional and is only displayed if the user has not previously enrolled in Online Bill Pay<br><br>See <i>Wireframe: Online Bill Pay Form, Large View</i> |
| 8   | Link Additional Cards     | onClick displays the Proactive Linking Form                                                                                                                                                                                                | This module is conditional and is only displayed if the user has additional cards to link<br><br>See <i>Wireframe: Proactive Linking Form- One Card, Large View</i>       |
| 9   | Register Button           | If the paperless checkbox is selected:<br>1. Displays the Paperless Modal<br>Otherwise:<br>2. onClick submits the preferences; displays the Registration Confirmation Modal<br>3. If there is a system failure displays a page level error | 1) See page <i>Wireframe: Paperless Modal, Large View</i><br><br>2) See <i>Wireframe: Registration Confirmation Modal, Large View</i>                                     |

Wireframe: Preferences Index/Paperless - Preferences Added, Large View

Set Up Account Alerts

Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

✓ ADDED

1

Account Alerts Added

Set Up Online Bill Pay

Nullam quis risus eget urna mollis ornare vel eu leo.

✓ ADDED

2

Online Bill Pay Added

Link Additional Cards

Maecenas faucibus mollis interdum.

1 of 2  
LINKED

>

3

Link Additional Cards, 1 Linked

Link Additional Cards

Maecenas faucibus mollis interdum.

✓ ADDED

4

Link Additional Cards Added

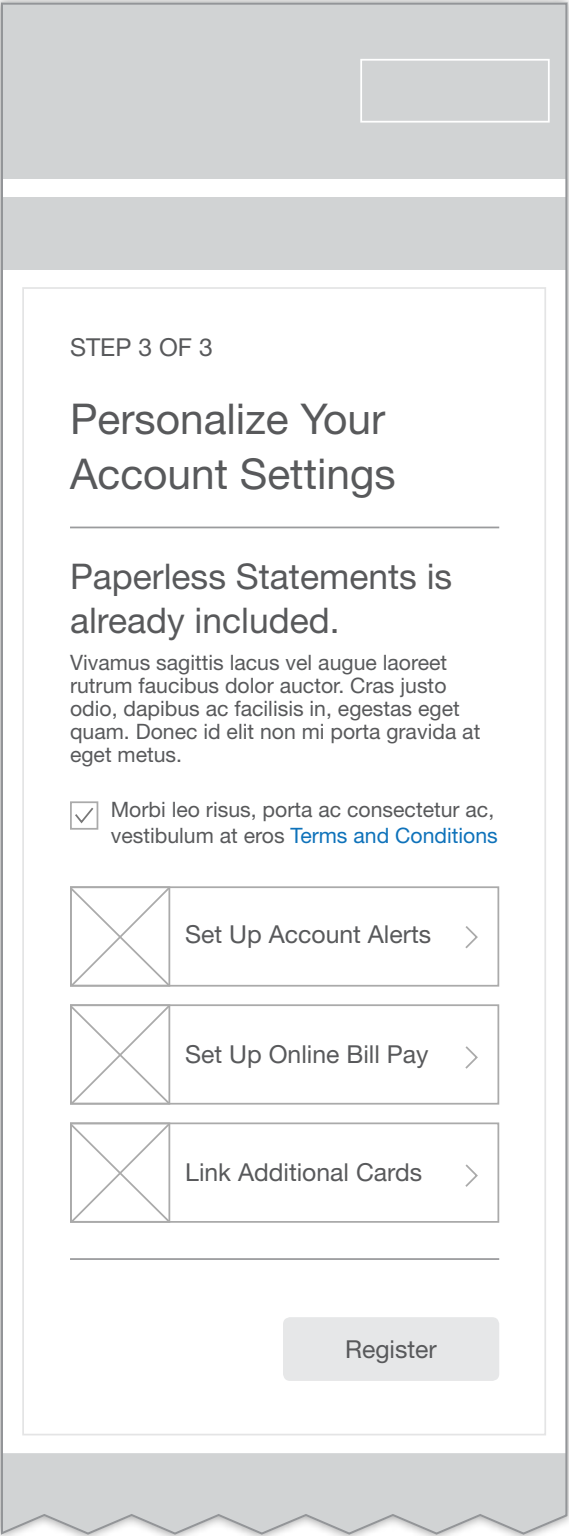
Page Notes

Once the user has added at least one preference, the preferences module is updated to show it was successfully added. Applicable on XL, L and M breakpoints.

Interaction Notes

| Key | Element                         | Action                                      | Notes                                                                                                                                                                                                                                                                                 |
|-----|---------------------------------|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Account Alerts Added            | None                                        | Once the user has added Account Alerts, the module on Preferences Index/Paperless updates to Added and the user is not able to go back and edit those preferences                                                                                                                     |
| 2   | Online Bill Pay Added           | None                                        | Once the user has added Online Bill Pay, the module on Preferences Index/Paperless updates to Added and the user is not able to go back and edit those preferences                                                                                                                    |
| 3   | Link Additional Cards, 1 Linked | onClick displays the Proactive Linking Form | <p>If the user has added one card and has an additional card(s) to link, the module on Preferences Index/Paperless updates to 1 of [x] Linking and the user is able to go back and link the additional card(s)</p> <p>See Wireframe: Proactive Linking Form- One Card, Large View</p> |
| 4   | Link Additional Cards Added     | None                                        | Once the user has added all cards available to link, the module on Preferences Index/Paperless updates to Added and the user is not able to go back and edit those preferences                                                                                                        |

# Wireframe: Preferences Index/Paperless, Extra Small View



## Page Notes

In the S and XS breakpoints, the subline in the preferences module is not displayed.

# Wireframe: Preferences Index/Paperless - Preferences Added, Extra Small View

Set Up Account Alerts

✓ ADDED

Account Alerts Added

Set Up Online Bill Pay

✓ ADDED

Online Bill Pay Added

Link Additional Cards

1 of 2 LINKED

>

Link Additional Cards, 1 Linked

Link Additional Cards

✓ ADDED

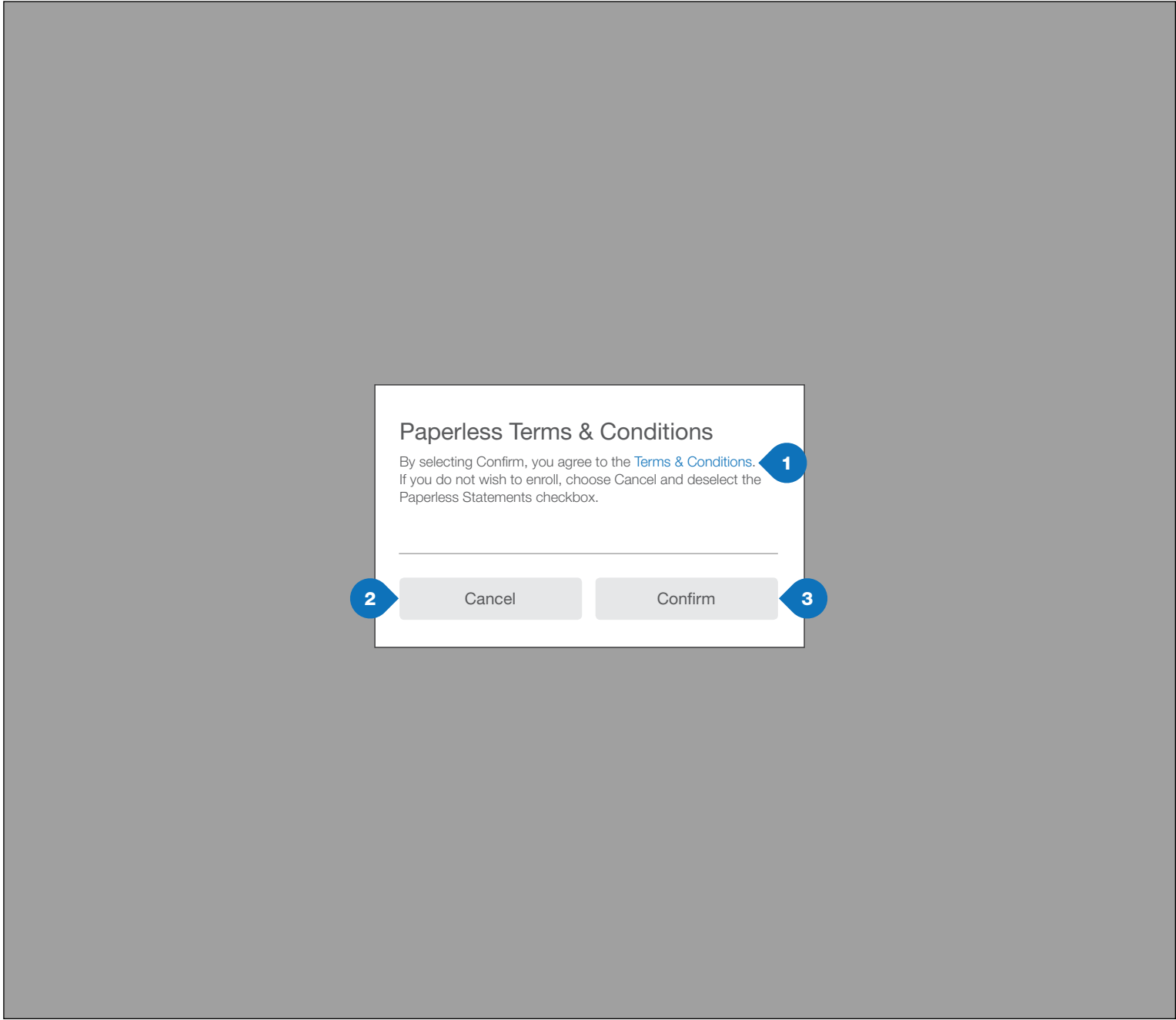
Link Additional Cards Added

## Page Notes

In the S and XS breakpoints, the subline in the preferences module is hidden and the Added indication appears below the module title.



## Wireframe: Paperless Modal, Large View



### Page Notes

If the paperless checkbox is selected, the Paperless Modal is displayed when the user clicks Register on the Preferences Index/ Paperless screen. User must confirm that they want to receive Paperless Statements & Letters since the checkbox is preselected. Content and interactions consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

### Interaction Notes

| Key | Element                 | Action                                                                                                                                                                                  | Notes                                                                                                                                                                                                       |
|-----|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Terms & Conditions Link | onClick displays the Content Modal Module with the Paperless Terms and Conditions content in place of the Paperless Modal                                                               | If the user closes the Content Modal with the terms and conditions content, they will return to the Paperless Modal<br><br>See page <i>Wireframe: Content Modal Module, Large View</i> for more information |
| 2   | Cancel Button           | onClick dismisses the modal                                                                                                                                                             |                                                                                                                                                                                                             |
| 3   | Confirm Button          | onClick submits the preferences, displays the Registration Confirmation Modal<br><br>If there is a system failure displays a page level error on the Preferences Index/Paperless screen | See page <i>Wireframe: Registration Confirmation Modal, Large View</i>                                                                                                                                      |

| FUSION REGISTRATION: PAPERLESS/PREFERENCES INDEX MODULE |   |   |            |                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                           |                                             |                                                     |                |                          |        |                                        |
|---------------------------------------------------------|---|---|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-----------------------------------------------------|----------------|--------------------------|--------|----------------------------------------|
| D                                                       | T | M | ELEMENT    | COPY                                                                                                                                                                                                                     | COPY (SPANISH)                                                                                                                                                                                                                                                                            | ADA                                         | ADA (SPANISH)                                       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                  |
|                                                         |   |   | Text       | STEP 3 OF 3                                                                                                                                                                                                              | PASO 3 DE 3                                                                                                                                                                                                                                                                               |                                             |                                                     |                |                          |        |                                        |
|                                                         |   |   | Heading    | Personalize Your Account Settings                                                                                                                                                                                        | Personalizar las Configuraciones de tu Cuenta                                                                                                                                                                                                                                             |                                             |                                                     |                |                          |        |                                        |
|                                                         |   |   | Heading    | Paperless Statements and Letters is Already Included                                                                                                                                                                     | El Programa Paperless Statements y Letters ya está incluido                                                                                                                                                                                                                               |                                             |                                                     |                |                          |        |                                        |
|                                                         |   |   | Text       | Conveniently access your statements and letters online instead of by mail. Email notifications will be sent to [name@email.com] when your statements are ready to view, payments are due or a legal notice is available. | Accede cómodamente a tus estados de cuenta y tus cartas en línea en lugar de hacerlo por correo postal. Se enviarán notificaciones por email a [name@email.com] cuando tus estados de cuenta estén listos para consultarlos, cuando venzan pagos o cuando un aviso legal esté disponible. |                                             |                                                     |                |                          |        |                                        |
|                                                         |   |   | Checkbox   | Yes, enroll me in Paperless Statements and Letters.                                                                                                                                                                      | Sí, inscríbanme en el Programa Paperless Statements y Letters.                                                                                                                                                                                                                            |                                             |                                                     |                |                          |        |                                        |
|                                                         |   |   | Text       | By leaving this box checked and selecting one of the following set-up options, I agree to the <a href="#">Terms and Conditions</a> .                                                                                     | Al marcar esta casilla y seleccionar una de las siguientes opciones configuradas, usted acepta los <a href="#">Términos y Condiciones</a> .                                                                                                                                               |                                             |                                                     |                |                          |        |                                        |
|                                                         |   |   | Image      | (Account Alerts Icon)                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                           | Decorative Image, no alt tag needed.        |                                                     |                |                          |        |                                        |
|                                                         |   |   | Heading    | Set Up Account Alerts                                                                                                                                                                                                    | Configurar Alertas sobre la Cuenta                                                                                                                                                                                                                                                        |                                             |                                                     |                |                          |        |                                        |
|                                                         |   |   | Text       | Stay up-to-date on your account.                                                                                                                                                                                         | Mantente actualizado con respecto a tu cuenta.                                                                                                                                                                                                                                            |                                             |                                                     |                |                          |        | Content does not display for S and XS. |
|                                                         |   |   | Text State | [Checkmark] Added                                                                                                                                                                                                        | [Checkmark] Agregado                                                                                                                                                                                                                                                                      | You are enrolled to receive Account Alerts. | Estás inscrito para recibir Alertas sobre la Cuenta |                |                          |        |                                        |
|                                                         |   |   | Image      | (Online Bill Pay Icon)                                                                                                                                                                                                   | (Online Bill Pay Icon)                                                                                                                                                                                                                                                                    | Decorative Image, no alt tag needed.        |                                                     |                |                          |        |                                        |
|                                                         |   |   | Heading    | Set Up Online Bill Pay                                                                                                                                                                                                   | Configurar Pago de Facturas en Línea                                                                                                                                                                                                                                                      |                                             |                                                     |                |                          |        |                                        |
|                                                         |   |   | Text       | Add a payment source.                                                                                                                                                                                                    | Agregar una fuente de pago                                                                                                                                                                                                                                                                |                                             |                                                     |                |                          |        | Content does not display for S and XS. |



Copy: Preferences Index/Paperless

|                                                                                                  |   |   |                  |                                                                                                                                                                                                                                                   |                               |                                                  |                                                      |                |                          |        |                                        |
|--------------------------------------------------------------------------------------------------|---|---|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------------------------------|------------------------------------------------------|----------------|--------------------------|--------|----------------------------------------|
|                                                                                                  |   |   | Text state       | [Checkmark] Added                                                                                                                                                                                                                                 | [Marca de selección] Agregado | You are enrolled in Online Bill Pay.             | Estás inscrito en Pago de Facturas en Línea.         |                |                          |        |                                        |
|                                                                                                  |   |   | Image            | (Link Cards Icon)                                                                                                                                                                                                                                 | (Icono de Vincular Tarjetas)  | Decorative Image, no alt tag needed.             |                                                      |                |                          |        |                                        |
|                                                                                                  |   |   | Heading          | Link Additional Cards                                                                                                                                                                                                                             | Vincular Tarjetas Adicionales |                                                  |                                                      |                |                          |        |                                        |
|                                                                                                  |   |   | Text             | Add cards to your account.                                                                                                                                                                                                                        | Agrega tarjetas a tu cuenta.  |                                                  |                                                      |                |                          |        | Content does not display for S and XS. |
|                                                                                                  |   |   | Text state       | [Checkmark] Added                                                                                                                                                                                                                                 | [Checkmark] Agregado          | You have a card or cards linked to your account. | Tienes una o varias tarjetas vinculadas a tu cuenta. |                |                          |        |                                        |
|                                                                                                  |   |   | Text State       | [#] of [#] Linked                                                                                                                                                                                                                                 | [#] de [#] vinculadas         |                                                  |                                                      |                |                          |        |                                        |
|                                                                                                  |   |   | Button (Primary) | Register                                                                                                                                                                                                                                          | Registrar                     | Complete your card registration.                 | Haz clic para completar el registro de la tarjeta.   |                |                          |        |                                        |
| FUSION REGISTRATION: PAPERLESS/PREFERENCES INDEX MODULE: PAPERLESS ENROLLMENT CONFIRMATION MODAL |   |   |                  |                                                                                                                                                                                                                                                   |                               |                                                  |                                                      |                |                          |        |                                        |
| D                                                                                                | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                              | COPY (SPANISH)                | ADA                                              | ADA (SPANISH)                                        | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                  |
|                                                                                                  |   |   | Heading          | Paperless Terms & Conditions                                                                                                                                                                                                                      | (Translation needed.)         |                                                  |                                                      |                |                          |        |                                        |
|                                                                                                  |   |   | Text             | To enroll in paperless for this credit account, start by reading the terms and conditions below. By clicking CONFIRM below, you are agreeing to receive your statements electronically only and legal notices (as available) electronically only. | (Translation needed.)         | .                                                |                                                      |                |                          |        |                                        |
|                                                                                                  |   |   | Heading          | Enrollment in Credit Card Paperless Statements and Letters                                                                                                                                                                                        | (Translation needed.)         |                                                  |                                                      |                |                          |        |                                        |

Copy: Preferences Index/Paperless

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                       |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|--|
|  |  |  | Text    | <p>We send cardmembers various types of legal notices, including notices of increases or decreases in credit lines, privacy notices, account updates and statements. Currently, we can provide some of these legal notices, including statements, electronically. We are working towards being able to provide all of these legal notices electronically. When we are able to provide all legal notices electronically, we will notify you by email. In the meantime, if you choose to receive legal notices electronically, you will need to monitor both your U.S. postal mailbox and your email inbox for legal notices.</p> <p>To receive your legal notices electronically, your computer must be capable of printing or storing email, web pages and documents in PDF format and your browser must meet minimum system requirements.</p> | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Heading | Minimum System Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | <p>Your privacy and security are important to us. That's why we require you to use a browser with 128-bit security encryption to proceed with your application. This protection helps to ensures that the information you send and receive will remain confidential.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Heading | Getting Paper Copies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | <p>If you choose to receive legal notices and statements electronically and then want a paper notice, call us at the number on the back of your card and we will mail it to you.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Heading | Cancelling Paperless Statements and Letters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | <p>You may cancel in Account Online or by calling us at the number on the back of your card.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Heading | Updating Email Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | (Translation needed.) |  |  |  |  |  |  |

Copy: Preferences Index/Paperless

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                     |                       |  |  |  |  |  |  |
|--|--|--|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|--|
|  |  |  | Text    | We'll send notifications regarding the availability of your statement online and legal notices to that address until you contact us to change it. It is your responsibility to update promptly any changes in this information. If your email address changes, please update it in Account Online or call us at the number on the back of your card.                                                | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Heading | Credit Card Paperless Statements and Letters Authorization                                                                                                                                                                                                                                                                                                                                          | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | By clicking CONFIRM, I agree to receive my billing statements and other legal notices electronically as available. I understand that when I receive an electronic notice it will replace a paper copy. I also understand that I will need to check both my U.S. postal mailbox and email inbox for legal notices until you let me know by email that all legal notices will be sent electronically. | (Translation needed.) |  |  |  |  |  |  |

Fusion 7 White Label Standard

# Alerts Form

1< SETTINGS

Account Alerts

CONTACT INFORMATION

Email Address2✉ s•••••m@gmail.com3EDIT

STATEMENTS AND PAYMENTS✉

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Close to Credit Limit

Over Credit Limit

OTHER NOTIFICATIONS

New Features and Updates

Account Alerts Authorization

Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Maecenas sed diam eget risus varius blandit sit amet non magna [Terms and Conditions](#).

CancelAuthorize

Page Notes

Module Type: Transactional Module

Users can elect to receive Alerts delivered via email. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element                   | Action                                                                                                                   | Notes                                                                                                                                                          |
|-----|---------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Settings Link             | onClick displays the Preferences Index/Paperless module                                                                  | See <i>Wireframe: Preferences Index/ Paperless, Large View</i>                                                                                                 |
| 2   | Dynamic Email Address     | None                                                                                                                     | Dynamic Text- The email address entered on the Profile Form is displayed                                                                                       |
| 3   | Edit Link                 | onClick displays an email address field and confirm email address field; both fields have the email address prepopulated | See <i>Wireframe: Alerts Form- Edit Email Address, Large View</i>                                                                                              |
| 4   | Minimum Payment Due Alert |                                                                                                                          | This alert is only displayed if the Paperless Checkbox is deselected on the Preferences Index/Paperless page                                                   |
| 5   | Email Checkbox            | onClick selects or deselects the associated email checkbox                                                               |                                                                                                                                                                |
| 6   | Spending Alert            | onClick selects the checkbox and expands the row to show additional fields                                               | Spending Alert is not displayed if the account is associated to a co-branded credit card<br><br>See <i>Wireframe: Alerts Form- Alerts Expanded, Large View</i> |
| 7   | Current Balance Alert     | onClick selects the checkbox and expands the row to show additional fields                                               | See <i>Wireframe: Alerts Form- Alerts Expanded, Large View</i>                                                                                                 |
| 8   | High Balance Alert        | onClick selects the checkbox and expands the row to show additional fields                                               | See <i>Wireframe: Alerts Form- Alerts Expanded, Large View</i>                                                                                                 |

Wireframe: Alerts Form, Large View (Continued)

< SETTINGS

Account Alerts

CONTACT INFORMATION

Email Address

s●●●●●m@gmail.com

EDIT

STATEMENTS AND PAYMENTS

Minimum Payment Due

Account Past Due

Payment Posted

BALANCE AND CREDIT LIMIT

Spending Alert

Current Balance

High Balance

Close to Credit Limit

Over Credit Limit

OTHER NOTIFICATIONS

New Features and Updates

Account Alerts Authorization

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Cancel

Authorize

| Interaction Notes |                           |                                                                                                                                                                                                                             |                                                                                                                                                                                                                                  |
|-------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element                   | Action                                                                                                                                                                                                                      | Notes                                                                                                                                                                                                                            |
| 9                 | Close to Credit Limit     | onClick selects the checkbox and expands the row to show additional fields                                                                                                                                                  | See Wireframe: Alerts Form- Alerts Expanded, Large View                                                                                                                                                                          |
| 10                | Over Credit Limit Alert   | onClick selects the checkbox and expands the row to show additional fields                                                                                                                                                  | See Wireframe: Alerts Form- Alerts Expanded, Large View                                                                                                                                                                          |
| 11                | Terms and Conditions Link | onClick displays the Content Modal Module with the Alerts Terms and Conditions content                                                                                                                                      | See Wireframe: Content Modal Module, Large View                                                                                                                                                                                  |
| 12                | Cancel Button             | onClick displays the Preferences Index/Paperless module without saving changes                                                                                                                                              | See Wireframe: Preferences Index/ Paperless, Large View                                                                                                                                                                          |
| 13                | Authorize Button          | onClick submits the data; if an error is found then displays an error message. Otherwise, saves the data and display the Preferences Index/Paperless module<br><br>If there is a system failure displays a page level error | Once the user has added Account Alerts, the module on Preferences Index/Paperless updates to Added and the user is not able to go back and edit those preferences<br><br>See Wireframe: Preferences Index/ Paperless, Large View |



Wireframe: Alerts Form - Edit Email Address, Large View

< SETTINGS

Account Alerts

CONTACT INFORMATION

Email Address

1

s•••••m@gmail.com

Confirm Email Address

s•••••m@gmail.com

STATEMENTS AND PAYMENTS

Minimum Payment Due

Account Past Due

Payment Posted

BALANCE AND CREDIT LIMIT

Spending Alert

Current Balance

High Balance

Close to Credit Limit

Over Credit Limit

OTHER NOTIFICATIONS

New Features and Updates

Account Alerts Authorization

Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Maecenas sed diam eget risus varius blandit sit amet non

Page Notes

Module Type: Transactional Module

If the user chooses to edit the email address they entered on the Profile Step, then an Email Address and Confirm Email Address field are displayed with the email address prepopulated. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element    | Action                                                                                                                                              | Notes                                                                                                      |
|-----|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| 1   | Form Field | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error | If the user edits the prepopulated email address the address in the Confirm Email Address field is cleared |

Wireframe: Alerts Form - Alerts Expanded, Large View

Spending Alert

1

Above Amount

\$

2

☐

Spending Alert

Current Balance

3

How Often

Monthly

☐

Current Balance Alert

High Balance

Above Amount

How Often

\$

Monthly

☐

High Balance Alert

Close to Credit Limit

Within Amount

How Often

\$

Monthly

☐

Close to Credit Limit Alert

Over Credit Limit

How Often

Monthly

☐

Over Credit Limit Alert

Page Notes

Module Type: Transactional Module

If the user chooses to receive the Spending Alert, Current Balance Alert, High Balance Alert, Close to Credit Limit Alert or the Over Credit Limit Alert, then more details will be displayed when the user selects a checkbox to receive the email alert. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element            | Action                                                                                                                                              | Notes                                         |
|-----|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| 1   | Form Field         | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error |                                               |
| 2   | Alert Checkbox     | If the user deselects the alert checkbox for an email the row collapses and hides the field                                                         | See <i>Wireframe: Alerts Form, Large View</i> |
| 3   | How Often Dropdown | onClick expands or collapses the dropdown. If the user selects a new frequency, the dropdown collapses and displays the selected option             | Monthly is selected by default                |



| FUSION REGISTRATION: ALERTS FORM |   |   |              |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                                      |                                |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                                             |
|----------------------------------|---|---|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------|
| D                                | T | M | ELEMENT      | COPY                                                                                                                                                                                                                                                                                                         | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                     | ADA                                  | ADA (SPANISH)                  | ERROR MESSAGES                                                                                                                                                                                                                                                                                            | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                       | CMS ID | NOTES                                       |
|                                  |   |   | Link         | SETTINGS                                                                                                                                                                                                                                                                                                     | CONFIGURACIONES                                                                                                                                                                                                                                                                                                                                                                    | Go back to settings                  | Salir del proceso de registro. |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                                             |
|                                  |   |   | Heading      | Account Alerts                                                                                                                                                                                                                                                                                               | Mensajes de Alerta sobre tu Cuenta                                                                                                                                                                                                                                                                                                                                                 |                                      |                                |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                                             |
|                                  |   |   | Table Header | CONTACT INFORMATION                                                                                                                                                                                                                                                                                          | INFORMACIÓN DE CONTACTO                                                                                                                                                                                                                                                                                                                                                            |                                      |                                |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                                             |
|                                  |   |   | Field Label  | Email Address                                                                                                                                                                                                                                                                                                | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                 |                                      |                                |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                                             |
|                                  |   |   | Image        | (Email Icon)                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                    | Decorative Image, no alt tag needed. |                                |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                                             |
|                                  |   |   | Dynamic Text | [j●●●●s@gmail.com]                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                    |                                      |                                |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                                             |
|                                  |   |   | Link         | EDIT                                                                                                                                                                                                                                                                                                         | EDITAR                                                                                                                                                                                                                                                                                                                                                                             | Edit email address.                  | Edita la dirección de email.   |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        |                                             |
|                                  |   |   | Field Label  | Email Address                                                                                                                                                                                                                                                                                                | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                 |                                      |                                | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br>Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters:<br><br>The Email Address you enter must be less than 50 characters. Please try a different Email Address. | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters:<br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente. |        | Dynamic text, display user's email address. |
|                                  |   |   | Text         | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                                      |                                |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                |        | Field help text                             |

|  |  |  |                |                          |                                   |                                                |                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                         |
|--|--|--|----------------|--------------------------|-----------------------------------|------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------------------------------------------------|
|  |  |  | Field Label    | Confirm Email Address    | Confirmar Dirección de Email      |                                                |                                                            | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br><br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters:<br>The Email Address you enter must be less than 50 characters. Please try a different Email Address. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters:<br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente. | Field Label | Conditional — Displayed if user clicks “Edit.”          |
|  |  |  | Table Header   | STATEMENTS AND PAYMENTS  | ESTADOS DE CUENTA Y PAGOS         |                                                |                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                         |
|  |  |  | Image          | (Email Icon)             |                                   | Alt text: Email Alerts.                        | Texto alt: Alertas por Email.                              |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                         |
|  |  |  | Checkbox Label | Minimum Payment Due      | Pago Mínimo Adeudado              | Email an alert when my minimum payment is due. | Enviar una alerta por email cuando venza mi pago mínimo.   |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             | Displayed if the user deselects the Paperless checkbox. |
|  |  |  | Checkbox Label | Account Past Due         | Cuenta Vencida                    | Email an alert when my account is past due.    | Enviar una alerta por email cuando mi cuenta esté vencida. |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                         |
|  |  |  | Checkbox Label | Payment Posted           | Pago Registrado                   | Email an alert when my payment posts.          | Enviar una alerta por email cuando se registre mi pago.    |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                         |
|  |  |  | Table Header   | BALANCE AND CREDIT LIMIT | BALANCE/SALDO Y LÍMITE DE CRÉDITO |                                                |                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                         |
|  |  |  | Image          | (Email Icon)             |                                   | Alt text: Email Alerts.                        | Texto alt: Alertas por Email.                              |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |             |                                                         |

|  |  |  |                    |                            |                              |                                                                                                                                                           |                                                                                                                                                                              |                                                                                                           |                                                                                                             |  |                                                                        |
|--|--|--|--------------------|----------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------|
|  |  |  | Check box<br>Label | Spending Alerts            | Alertas de Gastos            | Email an<br>alert when a<br>transaction<br>is above the<br>amount I specify.                                                                              | Enviar una alerta<br>por email cuando<br>una transacción<br>esté por encima<br>del monto que he<br>especificado.                                                             |                                                                                                           |                                                                                                             |  | Conditional text. Does not<br>display for Co-branded<br>Card accounts. |
|  |  |  | Field Label        | Above Amount               | Por Encima del Monto         |                                                                                                                                                           |                                                                                                                                                                              |                                                                                                           |                                                                                                             |  | Conditional — displayed if<br>Spending Alerts is selected.             |
|  |  |  | Field Text         | \$                         | \$                           | To receive<br>Spending Alerts<br>if a transaction<br>exceeds a<br>certain amount,<br>enter the<br>amount. This is<br>required for high<br>balance alerts. | Para recibir<br>Alertas de Gastos<br>si una transacción<br>supera un monto<br>determinado,<br>ingresa el<br>monto. Esto es<br>obligatorio para<br>alertas por saldo<br>alto. | Client-Side Error [Field Level]:<br>Please enter a valid dollar<br>amount using numbers and a<br>decimal. | Errores por parte del cliente:<br>Ingresa un monto en dólares<br>válido utilizando números y un<br>decimal. |  | Conditional — displayed if<br>Spending Alerts is selected.             |
|  |  |  | Checkbox<br>Label  | Current Balance            | Saldo Actual                 | Email an alert<br>with my Current<br>Balance.                                                                                                             | Enviar una alerta<br>por email con mi<br>Saldo Actual                                                                                                                        |                                                                                                           |                                                                                                             |  |                                                                        |
|  |  |  | Dropdown<br>Label  | How Often                  | Frecuencia                   | Specify how<br>often you would<br>like to receive<br>Current Balance<br>alerts.                                                                           | Especifica con<br>qué frecuencia<br>quieres recibir tus<br>alertas de Saldo<br>Actual                                                                                        |                                                                                                           |                                                                                                             |  | Conditional — displayed<br>if Current Balance is<br>selected.          |
|  |  |  | Dropdown<br>Text   | Monthly<br>Weekly<br>Daily | Mensual<br>Semanal<br>Diaria |                                                                                                                                                           |                                                                                                                                                                              |                                                                                                           |                                                                                                             |  | Conditional — displayed<br>if Current Balance is<br>selected.          |
|  |  |  | Checkbox<br>Label  | High Balance               | Balance/Saldo Alto           | Email an alert<br>when my<br>balance is high.                                                                                                             | Enviar una alerta<br>por email cuando<br>mi saldo sea alto.                                                                                                                  |                                                                                                           |                                                                                                             |  |                                                                        |
|  |  |  | Field Label        | Above Amount               | Por Encima del Monto         |                                                                                                                                                           |                                                                                                                                                                              | Client-Side Error [Field Level]:<br>Please enter a valid dollar<br>amount using numbers and a<br>decimal. | Errores por parte del cliente:<br>Ingresa un monto en dólares<br>válido utilizando números y un<br>decimal. |  | Conditional — displayed if<br>High Balance is selected.                |

|  |  |  |                |                            |                               |                                                                                                                                                |                                                                                                                                                                             |                                                                                                     |                                                                                                       |  |                                                               |
|--|--|--|----------------|----------------------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------|
|  |  |  | Field Text     | \$                         | \$                            | To receive alerts if your balance exceeds a certain amount, enter the amount. This is required for high balance alerts.                        | Para recibir alertas si tu balance/saldo supera un monto determinado, ingresa el monto. Esto es obligatorio para alertas por balance/saldo alto.                            | Client-Side Error [Field Level]:<br>Please enter a valid dollar amount using numbers and a decimal. | Errores por parte del cliente:<br>Ingresa un monto en dólares válido utilizando números y un decimal. |  | Conditional — displayed if High Balance is selected.          |
|  |  |  | Dropdown Label | How Often                  | Frecuencia                    | Specify how often you would like to receive High Balance alerts.                                                                               | Especifica con qué frecuencia quieres recibir tus alertas de Saldo Alto.                                                                                                    |                                                                                                     |                                                                                                       |  | Conditional — displayed if High Balance is selected.          |
|  |  |  | Dropdown Text  | Monthly<br>Weekly<br>Daily | Mensual<br>Semanal<br>Diaria  |                                                                                                                                                |                                                                                                                                                                             |                                                                                                     |                                                                                                       |  | Conditional — displayed if High Balance is selected.          |
|  |  |  | Checkbox Label | Close to Credit Limit      | Cerca de mi Límite de Crédito | Email an alert when I am close to my credit limit.                                                                                             | Enviar una alerta por email cuando esté cerca de mi límite de crédito.                                                                                                      |                                                                                                     |                                                                                                       |  |                                                               |
|  |  |  | Field Label    | Within Amount              | Comprendido dentro del Monto  |                                                                                                                                                |                                                                                                                                                                             |                                                                                                     |                                                                                                       |  | Conditional — displayed if Close to Credit Limit is selected. |
|  |  |  | Field Text     | \$                         | \$                            | To receive alerts if your available credit is less than a certain amount, enter the amount. This is required for Close to Credit Limit alerts. | Para recibir alertas si tu crédito disponible es inferior a un monto determinado, ingresa el monto. Esto es obligatorio para alertas por estar cerca del límite de crédito. | Client-Side Error [Field Level]:<br>Please enter a valid dollar amount using numbers and a decimal. | Errores por parte del cliente:<br>Ingresa un monto en dólares válido utilizando números y un decimal. |  | Conditional — displayed if Close to Credit Limit is selected. |
|  |  |  | Dropdown Label | How Often                  | Frecuencia                    | Specify how often you would like to receive email alerts.                                                                                      | Especifica con qué frecuencia quieres recibir tus alertas por email.                                                                                                        |                                                                                                     |                                                                                                       |  | Conditional — displayed if Close to Credit Limit is selected. |
|  |  |  | Dropdown Text  | Monthly<br>Weekly<br>Daily | Mensual<br>Semanal<br>Diaria  |                                                                                                                                                |                                                                                                                                                                             |                                                                                                     |                                                                                                       |  | Conditional — displayed if Close to Credit Limit is selected. |

|  |  |  |                    |                                                                                |                                                                                       |                                                                   |                                                                                         |                                                                                                                                                               |                                                                                                                                                 |  |                                                           |
|--|--|--|--------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------|
|  |  |  | Checkbox Label     | Over Credit Limit                                                              | Excede el Límite de Crédito                                                           | Email an alert when I am over my credit limit.                    | Envíenme alertas por email cuando haya excedido mi límite de crédito.                   |                                                                                                                                                               |                                                                                                                                                 |  |                                                           |
|  |  |  | Dropdown Label     | How Often                                                                      | Frecuencia                                                                            | Specify how often you would like to receive email or text alerts. | Especifica con qué frecuencia quieres recibir tus alertas por email o mensaje de texto. |                                                                                                                                                               |                                                                                                                                                 |  | Conditional — displayed if Over Credit Limit is selected. |
|  |  |  | Dropdown Text      | Monthly<br>Weekly<br>Daily                                                     | Mensual<br>Semanal<br>Diaria                                                          |                                                                   |                                                                                         |                                                                                                                                                               |                                                                                                                                                 |  | Conditional — displayed if Over Credit Limit is selected. |
|  |  |  | Table Header       | OTHER NOTIFICATIONS                                                            | OTRAS NOTIFICACIONES                                                                  |                                                                   |                                                                                         |                                                                                                                                                               |                                                                                                                                                 |  |                                                           |
|  |  |  | Image              | (Email Icon)                                                                   |                                                                                       | Alt text: Email Alerts.                                           | Texto alt: Alertas por Email.                                                           |                                                                                                                                                               |                                                                                                                                                 |  |                                                           |
|  |  |  | Checkbox Label     | New Features and Updates                                                       | Nuevas Características y Actualizaciones                                              | Email alerts about new features and updates.                      | Envíenme alertas por email cuando haya nuevas características y actualizaciones.        |                                                                                                                                                               |                                                                                                                                                 |  |                                                           |
|  |  |  | Text Heading       | Account Alerts Authorization                                                   | Autorización de Alertas sobre la Cuenta                                               |                                                                   |                                                                                         |                                                                                                                                                               |                                                                                                                                                 |  |                                                           |
|  |  |  | Text/Link          | By clicking authorize, you agree to the <a href="#">Terms and Conditions</a> . | Al hacer clic en Autorizar, usted acepta los <a href="#">Términos y Condiciones</a> . |                                                                   |                                                                                         |                                                                                                                                                               |                                                                                                                                                 |  |                                                           |
|  |  |  | Button (Primary)   | <a href="#">Authorize</a>                                                      | <a href="#">Autorizo</a>                                                              | Authorize changes to account alert settings.                      | Autorizar cambios a las configuraciones de mensajes de alerta sobre la cuenta.          | Client-side, module-level error, if user has not configured alerts.<br><br><b>You haven't configured any alerts. Please set up alerts before authorizing.</b> | Client-side, module-level error, if user has not configured alerts.<br><b>No has configurado alertas. Configura alertas antes de autorizar.</b> |  |                                                           |
|  |  |  | Button (Secondary) | <a href="#">Cancel</a>                                                         | <a href="#">Cancelar</a>                                                              | Cancel changes to account alert settings.                         | Cancelar cambios a las configuraciones de mensajes de alerta sobre la cuenta.           |                                                                                                                                                               |                                                                                                                                                 |  |                                                           |

Fusion 7 White Label Standard

# Online Bill Pay Form



1< SETTINGS

Online Bill Pay

ABA Routing Number 3

2

Bank Account Number

Confirm Bank Account Number

Account Type

4Select Type

Nickname (Optional)

Online Bill Pay Authorization

Nullam quis risus eget urna mollis ornare vel eu leo. Nullam id dolor id nibh ultricies vehicula ut id elit lorem ipsum donec atimus Terms and Conditions. 5

6Cancel

Authorize7

Page Notes

Module Type: Transactional Module

Users must enter banking information to set up Online Bill Pay. Content and interactions are consistent across all breakpoints. If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element                   | Action                                                                                                                                                                                                                                       | Notes                                                                                                                                                                                                                            |
|-----|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Settings Link             | onClick displays the Preferences Index/Paperless module                                                                                                                                                                                      | See Wireframe: Preferences Index/Paperless, Large View                                                                                                                                                                           |
| 2   | Form Field                | onFocus activates the field; when the user exits the field validates the data for formatting; if an error is found then displays a form field error                                                                                          |                                                                                                                                                                                                                                  |
| 3   | Tooltip                   | onClick displays the tooltip                                                                                                                                                                                                                 |                                                                                                                                                                                                                                  |
| 4   | Account Type Dropdown     | onClick expands or collapses the dropdown. If the user selects an account type, the dropdown collapses and displays the selected option                                                                                                      | By default no account type is selected                                                                                                                                                                                           |
| 5   | Terms and Conditions Link | onClick displays the Content Modal Module with the Online Bill Pay Terms and Conditions content                                                                                                                                              | See Wireframe: Content Modal Module, Large View                                                                                                                                                                                  |
| 6   | Cancel Button             | onClick the data is not saved, displays the Preferences Index/Paperless module                                                                                                                                                               | See Wireframe: Preferences Index/Paperless, Large View                                                                                                                                                                           |
| 7   | Authorize Button          | onClick the data is submitted, if an error is found an displays an error message. If an error is not found the data is saved, display the Preferences Index/Paperless module<br><br>If there is a system failure displays a page level error | Once the user has added Online Bill Pay, the module on Preferences Index/Paperless updates to Added and the user is not able to go back and edit those preferences<br><br>See Wireframe: Preferences Index/Paperless, Large View |

| FUSION REGISTRATION: ONLINE BILL PAY FORM |   |   |                  |                               |                                         |                                                                                             |                                                                                                              |                                                                                                                |                                                                                                                                  |        |                                                                                                     |
|-------------------------------------------|---|---|------------------|-------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------|
| D                                         | T | M | ELEMENT          | COPY                          | COPY (SPANISH)                          | ADA                                                                                         | ADA (SPANISH)                                                                                                | ERROR MESSAGES                                                                                                 | ERROR MESSAGES (SPANISH)                                                                                                         | CMS ID | NOTES                                                                                               |
|                                           |   |   | Link             | SETTINGS                      | Configuraciones                         | Go back to settings                                                                         | Salir del proceso de registro.                                                                               |                                                                                                                |                                                                                                                                  |        |                                                                                                     |
|                                           |   |   | Heading          | Online Bill Pay               | Pago de Facturas en Línea               |                                                                                             |                                                                                                              |                                                                                                                |                                                                                                                                  |        |                                                                                                     |
|                                           |   |   | Field Label      | ABA Routing Number            | Número de Procesamiento ABA             |                                                                                             |                                                                                                              | Client-Side Errors [Field Level]:<br>If blank:<br>Please enter a valid ABA Routing Number using numbers only.  | Error por parte del cliente:<br>Si está en blanco:<br>Ingresa un Número de Procesamiento ABA utilizando números solamente.       |        | Server-Side Errors [Field Level]:<br>If incorrect: CIL Status Code: CIL_5023 ABA Validation Failure |
|                                           |   |   | Tool Tip Icon    | i                             |                                         | To Open:<br>Open Routing Number tooltip.<br><br>To Close:<br>Close this Close this tooltip. | To open:<br>Abrir la sugerencia de la Número de Procesamiento ABA<br><br>To close: Cerrar esta descripción.  |                                                                                                                |                                                                                                                                  |        |                                                                                                     |
|                                           |   |   | Tool Tip Heading | ABA Routing Number            | Número de Procesamiento ABA             |                                                                                             |                                                                                                              |                                                                                                                |                                                                                                                                  |        |                                                                                                     |
|                                           |   |   | Tool Tip         | Check Detail (Image of Check) | Detalle del Cheque (Imagen del Cheque)  |                                                                                             |                                                                                                              |                                                                                                                |                                                                                                                                  |        |                                                                                                     |
|                                           |   |   | Field Label      | Bank Account Number           | Tu Número de Cuenta Bancaria Registrado |                                                                                             |                                                                                                              | Client-Side Errors [Field Level]:<br>If blank:<br>Please enter a valid Bank Account Number using numbers only. | Error por parte del cliente:<br>Si está en blanco:<br>Ingresa un Número de Cuenta Bancaria válido utilizando números únicamente. |        | If incorrect: CIL Status Code: CIL_5022 check failure for the bank and Card account combination     |
|                                           |   |   | Tool Tip Icon    | i                             |                                         | To Open:<br>Open Bank Account tooltip.<br><br>To Close:<br>Close this tooltip.              | To Open:<br>Abrir la sugerencia de la herramienta Cuenta Bancaria.<br><br>To close: Cerrar esta descripción. |                                                                                                                |                                                                                                                                  |        |                                                                                                     |
|                                           |   |   | Tool Tip Heading | Bank Account Number           | Tu Número de Cuenta Bancaria Registrado |                                                                                             |                                                                                                              |                                                                                                                |                                                                                                                                  |        |                                                                                                     |
|                                           |   |   | Tool Tip         | Check Detail (Image of Check) | Detalle del Cheque (Imagen del Cheque)  |                                                                                             |                                                                                                              |                                                                                                                |                                                                                                                                  |        |                                                                                                     |



|  |  |  |                |                                                                                                                                                                                               |                                                                                                                                                                                                          |  |  |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                  |  |                                                     |
|--|--|--|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------|
|  |  |  | Field Label    | Confirm Bank Account Number                                                                                                                                                                   | Confirmar Número de Cuenta Bancaria                                                                                                                                                                      |  |  | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter your Bank Account Number for verification purposes.<br><br>If mis-matched with Bank Account Number field:<br>Your Bank Account Number entries do not match. Please re-enter this information. | Error por parte del servidor:<br>Si está en blanco:<br>Vuelve a ingresar tu Número de Cuenta Bancaria con fines de verificación.<br><br>Si no coincide con el campo Número de Cuenta Bancaria:<br>Las entradas de tu Número de Cuenta Bancaria no coinciden. Vuelve a ingresar esta información. |  |                                                     |
|  |  |  | Dropdown Label | Account Type                                                                                                                                                                                  | Tipo de cuenta                                                                                                                                                                                           |  |  |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                  |  |                                                     |
|  |  |  | Dropdown Text  | Select Type<br>Checking<br>Savings / Money Market                                                                                                                                             | Seleccionar Tipo de Cuenta<br>Cuenta de cheques<br>Cuenta de ahorros / Cuenta de Mercado Monetario                                                                                                       |  |  | Client-Side Error [Field Level]:<br>If no Account Type Selected:<br>Please select an Account Type from the list.                                                                                                                                                | Errores por parte del cliente<br>Si no se selecciona una Identificación de Usuario:<br>Selecciona un Tipo de Cuenta de la lista.                                                                                                                                                                 |  |                                                     |
|  |  |  | Field Label    | Nickname (Optional)                                                                                                                                                                           | Apodo (Opcional)                                                                                                                                                                                         |  |  | Client-side Error [Field Level]:<br><br>If Account Nickname violates formatting rules:<br>Please enter a different Account Nickname.                                                                                                                            | Errores por parte del cliente:<br>Ingresa un Apodo de la Cuenta diferente.                                                                                                                                                                                                                       |  |                                                     |
|  |  |  | Text Heading   | Online Bill Pay Authorization                                                                                                                                                                 | Autorización para Pago de Facturas en Línea                                                                                                                                                              |  |  |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                  |  |                                                     |
|  |  |  | Text           | Note: No funds will be transferred at this time. Setting up Online Bill Payment authorizes your bank to transfer funds from your account only when you complete a payment request each month. | Nota: En este momento no se transferirán fondos. Establecer el Pago de Facturas en Línea autoriza a su banco a transferir fondos de su cuenta solo cuando usted completa una solicitud de pago cada mes. |  |  |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                  |  |                                                     |
|  |  |  | Text/Link      | By clicking authorize, you agree to the<br><a href="#">Terms and Conditions.</a>                                                                                                              | Al hacer clic en autorizar, usted acepta los<br><a href="#">Términos y condiciones.</a>                                                                                                                  |  |  |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                  |  | Link points to Online Bill Pay Terms and Conditions |

|  |  |  |                       |           |           |                                                                |                                                                                             |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |
|--|--|--|-----------------------|-----------|-----------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Button<br>(Primary)   | Authorize | Autorizar | Save Your<br>Settings for<br>Online Bill Pay<br>authorization. | Guarda tus<br>Configuraciones<br>para la<br>autorización de<br>Pago de Facturas<br>en Línea | Server-Side Errors [Module<br>Level]:<br>If incorrect:<br>The ABA Routing Number<br>you entered cannot be added<br>at this time. Please enter a<br>different Routing Number.<br><br>Server-Side Errors [Module<br>Level]:<br>If incorrect:<br>The bank account you<br>entered cannot be added<br>at this time. Please enter a<br>different bank account. | Error por parte del servidor<br>[[Module Level]:<br>Si está incorrecto:<br>El Número de Procesamiento<br>ABA que ingresaste no<br>se puede agregar en este<br>momento. Ingresar un Número<br>de Procesamiento diferente.<br><br>Server-Side Errors [Module<br>Level]:<br><br>If incorrect:<br>La cuenta bancaria que<br>ingresaste no se puede<br>agregar en este momento.<br>Por favor ingresar una cuenta<br>bancaria diferente. |  |  |
|  |  |  | Button<br>(Secondary) | Cancel    | Cancelar  | Cancel Setting<br>Up Online Bill<br>Pay.                       | Cancelar la<br>Configuración de<br>Pago de Facturas<br>en Línea                             |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |

Fusion 7 White Label Standard

# Proactive Linking Form

Wireframe: Proactive Linking Form - One Card, Large View

1

X SETTINGS

2

AVAILABLE TO LINK

[PARTNER PROVIDED CARD NAME] ENDING IN 1234

3

Name as it Appears on Card

4

Security Code ⓘ

5

About Card Linking

Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Cras mattis consectetur purus sit amet fermentum.

6

Cancel

Link

7

Page Notes

Module Type: Transactional Module

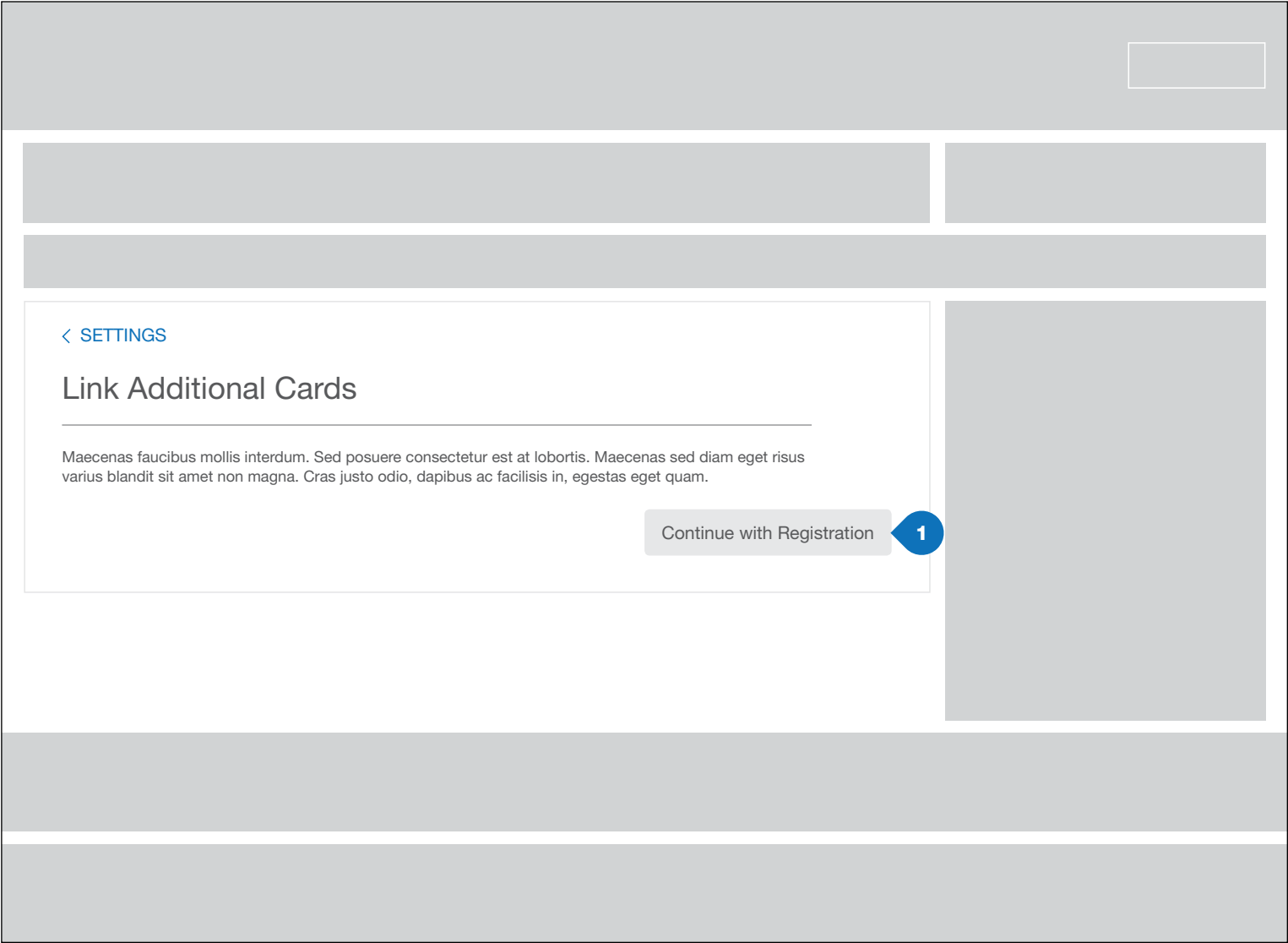
If the user has one additional card to link to the account being registered then the user must enter two required fields per card to link it to the account. Any preferences set up for the initial card being registered are not applied to the additional cards. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element                   | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Settings Link             | onClick displays the Preferences Index/Paperless module. If changes have been made, the data is not saved                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | See Wireframe: Preferences Index/Paperless, Large View                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2   | Available to Link Section | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | All cards that are available to link are displayed within this section                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3   | Dynamic Card Number       | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Dynamic Text- The card name and last four digits of the user's card number are displayed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 4   | Form Field                | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5   | Tooltip                   | onClick displays the tooltip                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6   | Cancel Button             | onClick the data is not saved, display the Preferences Index/Paperless module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | See Wireframe: Preferences Index/Paperless, Large View                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7   | Link Button               | onClick checks the client-side data for any formatting errors, if an error is found then displays a form field error; this does not count as an attempt. If there are no formatting errors the data is submitted, if the information could not be validated displays a module level error and clears all fields; this counts as an attempt <ol style="list-style-type: none"><li>If an error is not found the data is saved and the card is linked; displays the Preferences Index/Paperless module</li><li>If the user has exceeded the number of available attempts to successfully link a card the card is locked and the module is taken over with a message indicating the card has been locked</li><li>If there is a system failure displays a page level error</li></ol> | If the user has added one card and has an additional card(s) to link, the module on Preferences Index/Paperless updates to 1 of [x] Linking and the user is able to go back and link the additional card(s)<br><br>Once the user has added one or all cards available to link, the module on Preferences Index/Paperless updates to Added and the user is not able to go back and edit those preferences <ol style="list-style-type: none"><li>See Wireframe: Preferences Index/Paperless, Large View</li><li>See Wireframe: Proactive Linking Form- Available Card(s) Locked, Large View</li></ol> |

Wireframe: Proactive Linking Form - Available Card(s) Locked, Large View



Page Notes

If the user has exceeded the number of attempts to successfully link the available card(s) the card is locked and the module is taken over with a message indicating the card has been locked. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                           | Action                                                  | Notes                                                  |
|-----|-----------------------------------|---------------------------------------------------------|--------------------------------------------------------|
| 1   | Continue with Registration Button | onClick displays the Preferences Index/Paperless module | See Wireframe: Preferences Index/Paperless, Large View |

Wireframe: Proactive Linking Form - Multiple Cards, Large View

< SETTINGS

Link Additional Cards

AVAILABLE TO LINK

[PARTNER PROVIDED CARD NAME] ENDING IN 1234

[PARTNER PROVIDED CARD NAME] ENDING IN 5678

About Card Linking

Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Cras mattis consectetur purus sit amet fermentum.

Cancel

Link

Page Notes

If the user has multiple additional cards to link to the account being registered, they are be displayed with a checkbox when selected displays the two required fields. A maximum of 10 cards will be displayed. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element  | Action                                                        | Notes                                                                      |
|-----|----------|---------------------------------------------------------------|----------------------------------------------------------------------------|
| 1   | Checkbox | onClick selects the checkbox and displays the required fields | See Wireframe: Proactive Linking Form- Multiple Cards Expanded, Large View |

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343



Wireframe: Proactive Linking Form - Multiple Cards Expanded, Large View

< SETTINGS

Link Additional Cards

AVAILABLE TO LINK

[PARTNER PROVIDED CARD NAME] ENDING IN [1234]

✓

1

Name as it Appears on Card

Security Code ⓘ

[PARTNER PROVIDED CARD NAME] ENDING IN [5678]

About Card Linking

Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Cras mattis consectetur purus sit amet fermentum.

Cancel

Link

Page Notes

If the user has multiple additional cards to link to the account being registered, the user must enter two required fields per card to link it to the account. Any preferences set up for the initial card being registered are not to be applied to the additional card(s). Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element  | Action                                                                  | Notes                                                                      |
|-----|----------|-------------------------------------------------------------------------|----------------------------------------------------------------------------|
| 1   | Checkbox | onClick deselects the checkbox and clears and hides the required fields | See Wireframe: Proactive Linking Form- Multiple Cards Expanded, Large View |

Wireframe: Proactive Linking Form - Multiple Cards Added, Large View



Wireframe: Proactive Linking Form - Multiple Cards Error, Large View

< SETTINGS

Link Additional Cards

UNAVAILABLE TO LINK

[PARTNER PROVIDED CARD NAME] ENDING IN 1234

✓ ADDED 1

AVAILABLE TO LINK

[PARTNER PROVIDED CARD NAME] ENDING IN 5678

Name as it Appears on Card

Security Code ⓘ

2

!

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean lacinia bibendum nulla sed consectetur.

About Card Linking

Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Cras mattis consectetur purus sit amet fermentum.

Cancel

Link

Page Notes

If the user attempted to link two or more cards and there is an error for at least one of the cards, the card(s) without errors are linked successfully and the other card(s) returns an error(s). Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                     | Action | Notes                                                                                                                                                                                   |
|-----|-----------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Link Additional Cards Added | None   | Once the user has added one or all cards available to link, the module on Preferences Index/Paperless updates to “Added” and the user is not able to go back and edit those preferences |
| 2   | Error State                 | None   | Example of an error state within the Proactive Linking Form                                                                                                                             |

Wireframe: Proactive Linking Form - Multiple Cards Locked, Large View

< SETTINGS

Link Additional Cards

UNAVAILABLE TO LINK

[PARTNER PROVIDED CARD NAME] ENDING IN 1234

✕ LOCKED

1

Account is locked lorem ipsum notification message.

AVAILABLE TO LINK

[PRODUCT NAME] ENDING IN 5678

Name as it Appears on Your Card

Security Code ⓘ

About Card Linking

Integer posuere erat a ante venenatis dapibus posuere velit aliquet. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Cras mattis consectetur purus sit amet fermentum.

Cancel

Link

Page Notes

If the user has locked a card(s), has a card(s) remaining to link and has returned to the Proactive Linking Form, the checkbox for the locked card is hidden, “Locked” is displayed in its place along with an error message on how to unlock and the remaining card(s) is not selected by default. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                      | Action | Notes                                                                   |
|-----|------------------------------|--------|-------------------------------------------------------------------------|
| 1   | Link Additional Cards Locked | None   | Locking a card out does not affect the Preferences Index/Paperless page |

| FUSION REGISTRATION: PROACTIVE LINKING FORM |   |   |                |                                 |                                       |                                                            |                                                                        |                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                  |        |                                    |
|---------------------------------------------|---|---|----------------|---------------------------------|---------------------------------------|------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------------------------|
| D                                           | T | M | ELEMENT        | COPY                            | COPY (SPANISH)                        | ADA                                                        | ADA (SPANISH)                                                          | ERROR MESSAGES                                                                                                                                                                                                                                                         | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                         | CMS ID | NOTES                              |
|                                             |   |   | Button         | SETTINGS                        | CONFIGURACIONES                       | Go back to settings.                                       | Volver a configuraciones.                                              |                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                  |        |                                    |
|                                             |   |   | Heading        | Link Additional Cards           | TARJETA QUE TERMINA EN [1234]         |                                                            |                                                                        |                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                  |        |                                    |
|                                             |   |   | Table Heading  | UNAVAILABLE TO LINK             | INDISPONIBLE PARA VINCULAR            | You cannot link the following cards.                       | No se puede vincular con las siguientes tarjetas.                      |                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                  |        |                                    |
|                                             |   |   | Table Heading  | AVAILABLE TO LINK               | DISPONIBLE PARA VINCULAR              | The following cards are available to link to your account. | Las siguientes tarjetas están disponibles para vincularse a tu cuenta. |                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                  |        |                                    |
|                                             |   |   | Checkbox       | [Product Name] Ending in [1234] | [Product Name] Termina en [1234]      | I would like to add this card to my account.               | Quisiera agregar esto tarjeta a mi cuenta.                             |                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                  |        |                                    |
|                                             |   |   | Checkbox state | [Checkmark] Added               | [Checkmark] Agregado                  | This card has been successfully added to your account.     | Esta tarjeta ha sido agregada con éxito a tu cuenta.                   |                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                  |        |                                    |
|                                             |   |   | Checkbox state | [X] Locked                      | [X] Bloqueado                         | This card is locked.                                       | Esta tarjeta está bloqueada.                                           | Server-Side Error [Field Level]:<br>This card is locked for 24 hours. Please call Technical Service at [Technical Service Number].                                                                                                                                     | Errores por parte del cliente [Nivel de Campo]:<br>Esta tarjeta está bloqueada por 24 horas. Llama al Servicio Técnico al [Número del Servicio Técnico].                                                                                                                         |        | CIL Status Code: CIL_105           |
|                                             |   |   | Field Label    | Name as it Appears on Your Card | Nombre tal como aparece en tu tarjeta |                                                            |                                                                        | Client-Side Errors [Field Level]:<br><br>Please enter the Name as it Appears on Your Card without using numbers. Certain special characters are not allowed.<br><br>If blank, or contains less than 2 characters:<br>Please enter the Name as it Appears on Your Card. | Errores por parte del cliente:<br><br>Ingresa el Nombre tal como aparece en tu tarjeta sin utilizar números. Algunos caracteres especiales no están permitidos.<br><br>Si está en blanco, o contiene menos de 2 caracteres:<br>Ingresa el Nombre tal como aparece en tu tarjeta. |        | Open PRL item — Special characters |

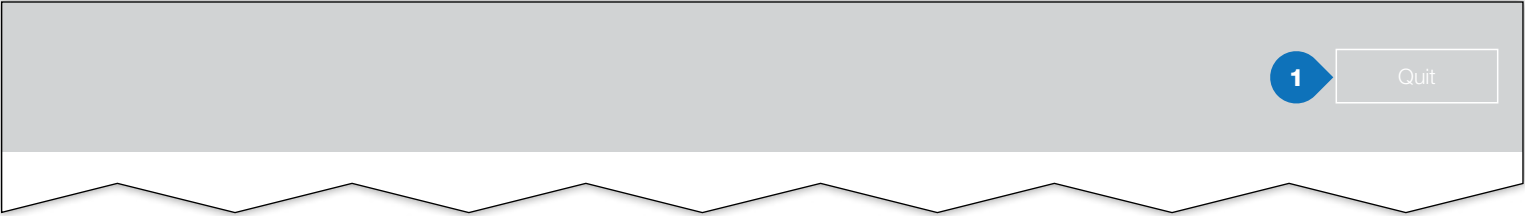
|  |  |  |               |                                                          |                                                            |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                         |  |  |
|--|--|--|---------------|----------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Field Label   | Security Code                                            | Código de Seguridad                                        | Enter your Security Code, a three or four digit number that appears on the front or back of your card.                                                                                                                           | Ingresa tu Código de Seguridad, un número de tres o cuatro dígitos que aparece en el frente o el dorso de tu tarjeta.                                                                                                                                                                               | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter your Security Code.<br><br>If invalid formatting:<br>Please re-enter your Security Code. Your entry must have 3 or 4 numbers, and cannot contain letters or special characters. | Client-Side Errors [Field Level]:<br><br>If blank:<br>Ingresa tu Código de Seguridad.<br><br>If invalid formatting:<br>Vuelve a ingresar tu Código de Seguridad. La información ingresada debe tener 3 o 4 números y no puede contener letras ni caracteres especiales. |  |  |
|  |  |  | Tool Tip Icon | [Tool tip Icon]                                          |                                                            | To open:<br>Open Security Code tooltip.                                                                                                                                                                                          | To open:<br>Abrir la sugerencia de la herramienta sobre Código de Seguridad.                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                         |  |  |
|  |  |  | Link          | [X]                                                      |                                                            | To close:<br>Close this tooltip.                                                                                                                                                                                                 | To close:<br>Cerrar esta sugerencia de la herramienta.                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                         |  |  |
|  |  |  | Tool Tip      | Security Code                                            | Código de Seguridad                                        |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                         |  |  |
|  |  |  | Image         | (Image of Security Code)                                 |                                                            | If you have a [Partner Name] American Express, your Security Code is a four-digit number on the front of the card. If you have a [Partner Name] Credit Card, your Security Code is a three-digit number on the back of the card. | Si tienes una tarjeta American Express de [Partner Name], tu Código de Seguridad es un número de cuatro dígitos que aparece en el frente de la tarjeta. Si tienes una Tarjeta de Crédito de [Partner Name], tu Código de Seguridad es un número de tres dígitos que aparece al dorso de la tarjeta. |                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                         |  |  |
|  |  |  | Tooltip       | Don't have a security code on your card? Give us a call. | ¿No tienes un código de seguridad en tu tarjeta? Llámanos. |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                         |  |  |

|                                                               |   |   |                       |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                        |                                             |                                                |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                              |        |                          |
|---------------------------------------------------------------|---|---|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------|
|                                                               |   |   | Text<br>Heading       | About Card Linking                                                                                                                                                                                                                              | Acerca de la Vinculación de Tarjetas                                                                                                                                                                                                                                                   |                                             |                                                |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                              |        |                          |
|                                                               |   |   | Text                  | Any cards you link will be associated with the email address listed for your online account. Linking does not activate cards and the preferences you assign will not apply to all. You may manage individual card preferences when you sign on. | Cualquier tarjeta que vincules estará asociada con la dirección de email indicada para tu cuenta en línea. La vinculación no activa tarjetas y las preferencias que asignes no se aplicarán a todo. Puedes administrar las preferencias de tarjeta individuales cuando inicies sesión. |                                             |                                                |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                              |        |                          |
|                                                               |   |   | Button<br>(Primary)   | <a href="#">Link</a>                                                                                                                                                                                                                            | <a href="#">Vincular</a>                                                                                                                                                                                                                                                               | Link accounts and proceed to the next step. | Vincular cuentas y seguir con el próximo paso. | Server-Side Error Message [Module Level]:<br><br>The information you entered does not match our records. Please re-enter your information in the fields below. For your protection, we cannot specify which field is incorrect.<br><br>Client-side Error [Module Level]:<br><br>For invalid input: Please select a card(s) to link. | Error por parte del servidor: La información que ingresaste no coincide con nuestros registros. Vuelve a ingresar tu información en los campos a continuación. Para tu protección, no podemos especificar cuál campo es incorrecto.<br><br>Client-side Error [Module Level]: Selecciona una o varias tarjetas para vincular. |        |                          |
|                                                               |   |   | Button<br>(Secondary) | <a href="#">Cancel</a>                                                                                                                                                                                                                          | <a href="#">Cancelar</a>                                                                                                                                                                                                                                                               | Cancel linking my card.                     | Cancelar la vinculación de mi tarjeta.         |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                              |        |                          |
| FUSION REGISTRATION: PROACTIVE LINKING FORM, LOCKOUT TAKEOVER |   |   |                       |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                        |                                             |                                                |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                              |        |                          |
| D                                                             | T | M | ELEMENT               | COPY                                                                                                                                                                                                                                            | COPY (SPANISH)                                                                                                                                                                                                                                                                         | ADA                                         | ADA (SPANISH)                                  | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                      | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                     | CMS ID | NOTES                    |
|                                                               |   |   | Button                | <a href="#">SETTINGS</a>                                                                                                                                                                                                                        | <a href="#">CONFIGURACIONES</a>                                                                                                                                                                                                                                                        | Go back to settings.                        | Volver a configuraciones.                      |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                              |        |                          |
|                                                               |   |   | Heading               | Link Additional Cards                                                                                                                                                                                                                           | Vincular Tarjetas Adicionales                                                                                                                                                                                                                                                          |                                             |                                                |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                              |        |                          |
|                                                               |   |   | Text                  | The card you are trying to link has been locked for 24 hours. Please call Technical Service at [Technical Service Phone Number].                                                                                                                | La tarjeta que estás tratando de vincular ha estado bloqueada durante 24 horas. Llama al Servicio Técnico al [Número de Teléfono del Servicio Técnico].                                                                                                                                |                                             |                                                |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                              |        | CIL Status Code: CIL_102 |
|                                                               |   |   | Button                | <a href="#">Continue Registration</a>                                                                                                                                                                                                           | <a href="#">Continuar Registro</a>                                                                                                                                                                                                                                                     |                                             |                                                |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                              |        |                          |

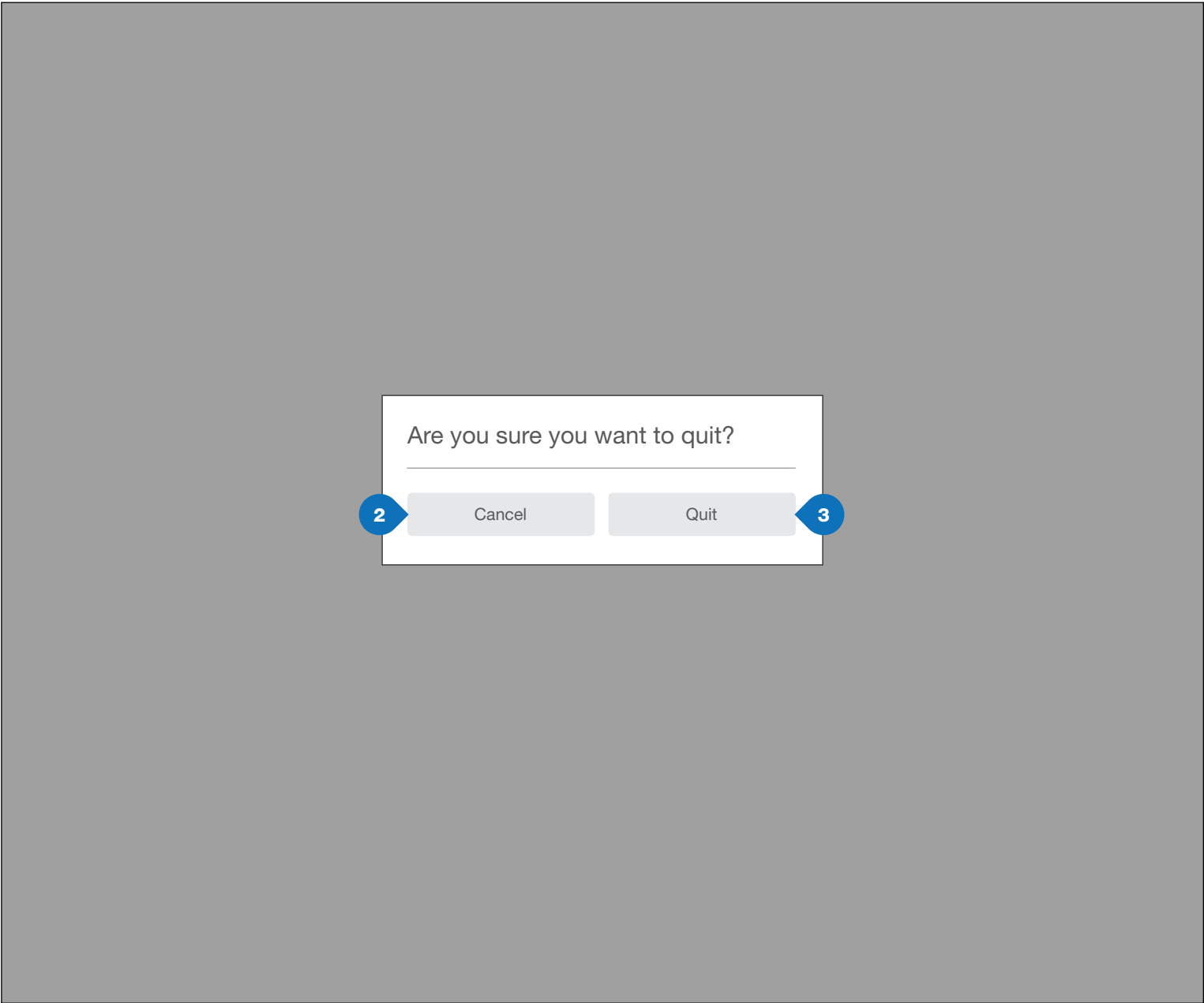
Fusion 7 White Label Standard

# Quit Module





Quit Button



Quit Confirmation Modal

Page Notes

Module Type: Transactional Module

If the user has clicked Quit within the header they must agree to leaving the flow. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element       | Action                                                                                                                                                                                                                                                              | Notes                                                               |
|-----|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 1   | Quit Button   | onClick displays the Quit Confirmation Modal                                                                                                                                                                                                                        | Displayed on all pages except the initial page of Registration      |
| 2   | Cancel Button | onClick dismisses the modal and the user remains in the registration flow                                                                                                                                                                                           | Clicking anywhere outside the modal closes the modal as well        |
| 3   | Quit Button   | onClick if an account has not been created or linked:<br>1. Displays the Registration Verification Form<br>If an account has been created or linked:<br>2. Displays the Sign On Page within the same browser window with a Notification confirming account creation | 1) See <i>Wireframe: Registration Verification Form, Large View</i> |

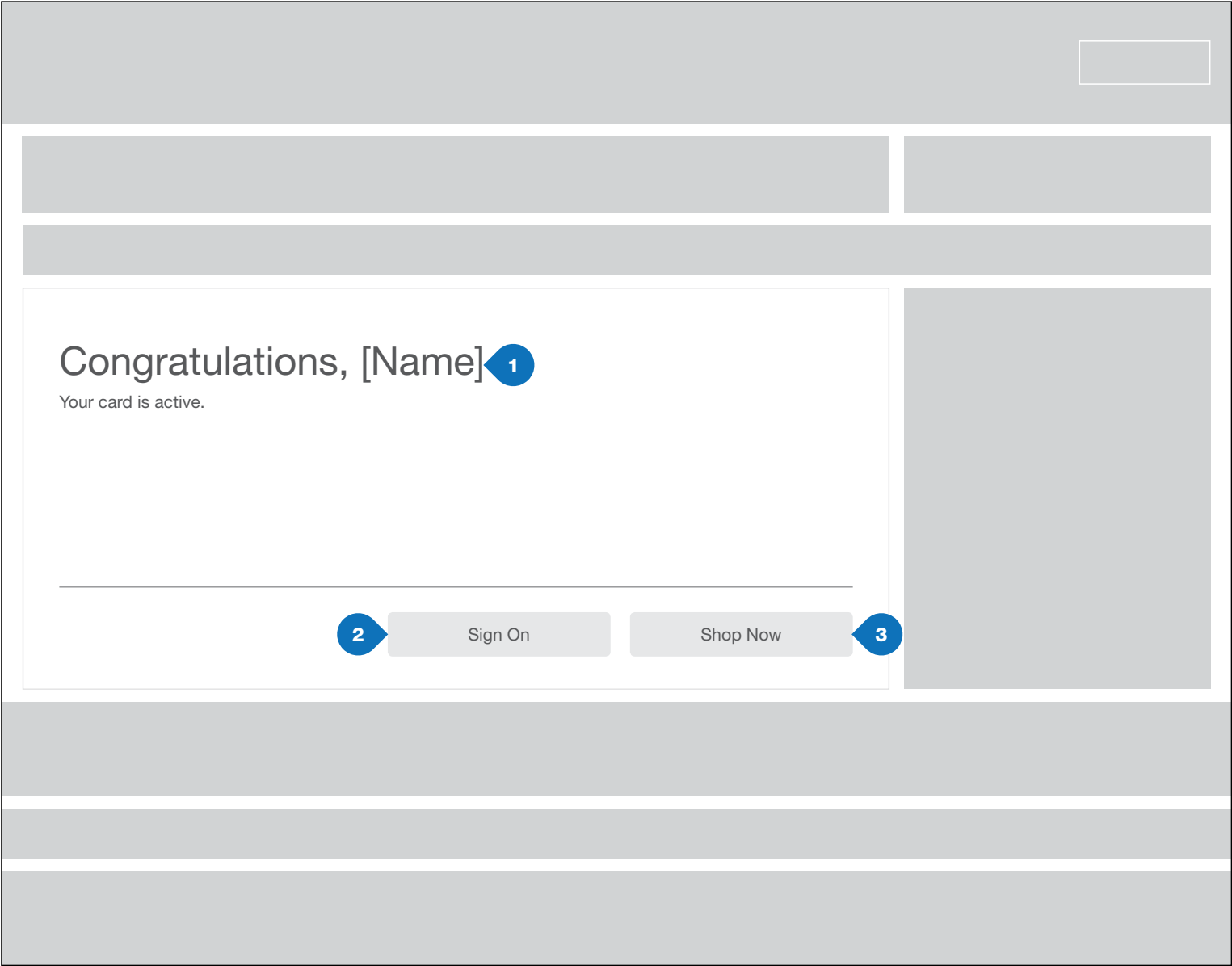
| FUSION REGISTRATION: QUIT CONFIRMATION MODAL |   |   |                    |                                |                                    |                                            |                       |                |                          |        |       |
|----------------------------------------------|---|---|--------------------|--------------------------------|------------------------------------|--------------------------------------------|-----------------------|----------------|--------------------------|--------|-------|
| D                                            | T | M | ELEMENT            | COPY                           | COPY (SPANISH)                     | ADA                                        | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                              |   |   | Heading            | Are You Sure You Want to Quit? | ¿Estás seguro de que deseas salir? |                                            |                       |                |                          |        |       |
|                                              |   |   | Button (Primary)   | Quit                           | Salir                              | Quit the credit card registration process. | (Translation needed.) |                |                          |        |       |
|                                              |   |   | Button (Secondary) | Cancel                         | Cancelar                           | Cancel this dialog and return to page.     | (Translation needed.) |                |                          |        |       |



Fusion 7 White Label Standard

# Activation Confirmation

Wireframe: Activation Confirmation, Large View



Page Notes

Module Type: Transactional Module

The Activation Confirmation is displayed if the user has activated a card and has an existing account. The Activation Confirmation provides the option to shop on the associated partner’s .com site or sign on to their account. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

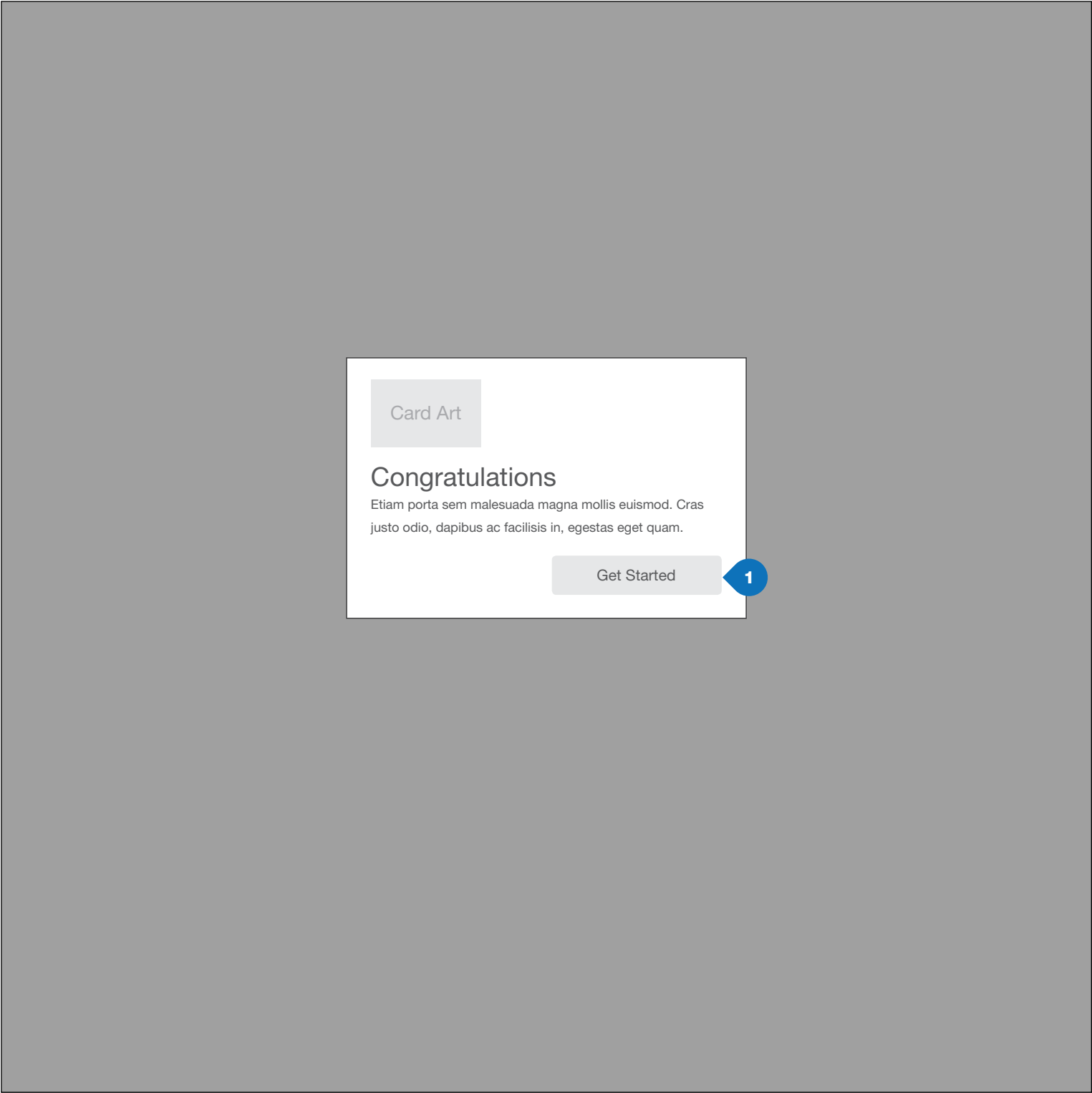
| Key | Element         | Action                                                                                                                                        | Notes                                                |
|-----|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| 1   | Dynamic Name    |                                                                                                                                               | Dynamic Text - The user’s name is be displayed       |
| 2   | Sign On Button  | onClick displays the Sign On screen within the same browser window                                                                            | The User ID is be prepopulated on the Sign On screen |
| 3   | Shop Now Button | onClick displays the Speedbump Module before linking to the associated partner’s .com site, which is displayed within the same browser window |                                                      |

| FUSION: REGISTRATION: ACTIVATION CONFIRMATION |   |   |                    |                               |                              |                                                 |                                                                    |                |                          |        |                               |
|-----------------------------------------------|---|---|--------------------|-------------------------------|------------------------------|-------------------------------------------------|--------------------------------------------------------------------|----------------|--------------------------|--------|-------------------------------|
| D                                             | T | M | ELEMENT            | COPY                          | COPY (SPANISH)               | ADA                                             | ADA (SPANISH)                                                      | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                         |
|                                               |   |   | Heading            | Congratulations, [First Name] | Felicitaciones, [First Name] |                                                 |                                                                    |                |                          |        |                               |
|                                               |   |   | Text               | Your card is active.          | Tu tarjeta está activa.      |                                                 |                                                                    |                |                          |        |                               |
|                                               |   |   | Button (Primary)   | Shop Now                      | Comprar Ahora                | Link opens [Partner Name] site in a new window. | El enlace abre el sito de [Nombre del Socio] en una ventana nueva. |                |                          |        | Links to Partner's .com site. |
|                                               |   |   | Button (Secondary) | Sign On                       | Inicio de Sesión             | Sign on to your online account.                 | Inicia sesión en tu cuenta en línea.                               |                |                          |        |                               |

Fusion 7 White Label Standard

# Registration Confirmation Modal

Wireframe: Registration Confirmation Modal, Large View



Page Notes

Module Type: Transactional Module

Once the user has completed the Registration process, it displays on the Credit Home screen. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button the Registration Verification Form is displayed.

Interaction Notes

| Key | Element            | Action                      | Notes                                                        |
|-----|--------------------|-----------------------------|--------------------------------------------------------------|
| 1   | Get Started Button | onClick dismisses the modal | Clicking anywhere outside the modal closes the modal as well |

Copy: Registration Confirmation Modal

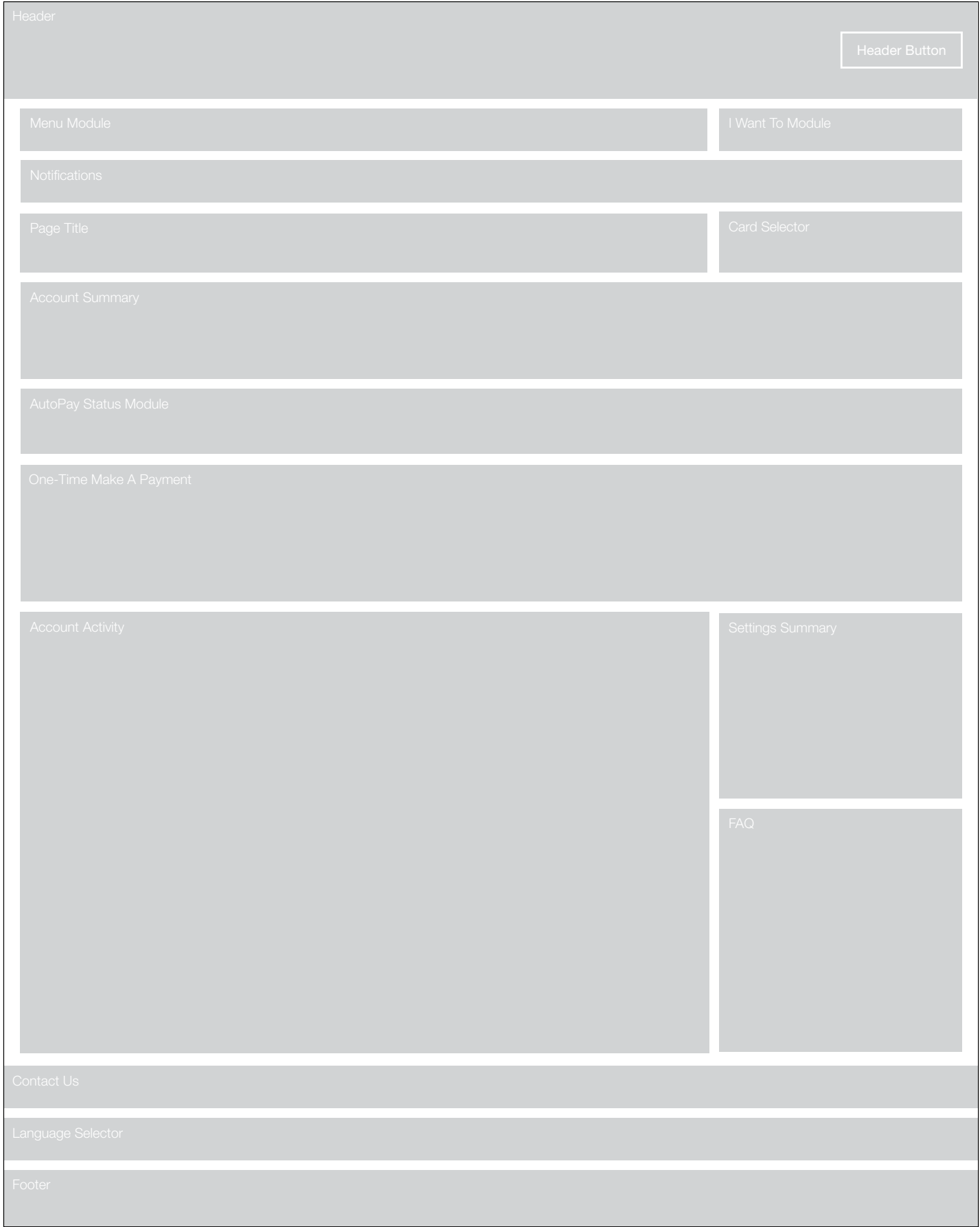
| FUSION REGISTRATION: CONFIRMATION MODAL |   |   |         |                                                                                         |                                                                                                         |     |               |                |                          |        |       |
|-----------------------------------------|---|---|---------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
| D                                       | T | M | ELEMENT | COPY                                                                                    | COPY (SPANISH)                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                         |   |   | Image   | [Image of card]                                                                         | [Imagen de tarjeta]                                                                                     |     |               |                |                          |        |       |
|                                         |   |   | Heading | Congratulations.                                                                        | Felicitaciones.                                                                                         |     |               |                |                          |        |       |
|                                         |   |   | Text    | Your account setup is complete. To get started, you'll need to sign on to your account. | La configuración de tu cuenta se ha completado. Para comenzar, necesitarás iniciar sesión en tu cuenta. |     |               |                |                          |        |       |
|                                         |   |   | Button  | Get Started                                                                             | Comenzar                                                                                                |     |               |                |                          |        |       |



Fusion 7 White Label Standard

# Credit Home

# Zone Diagram: Credit Home, Large View

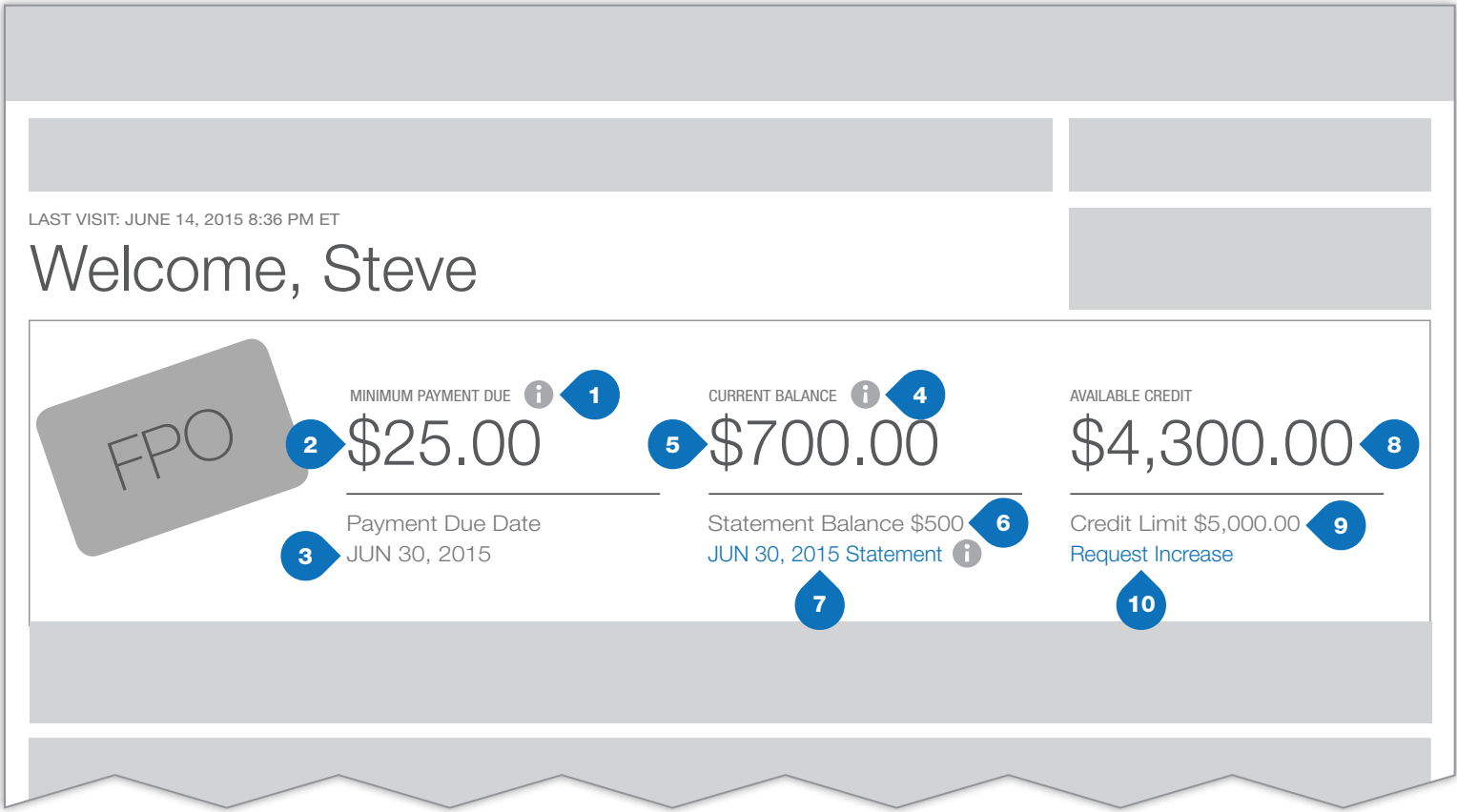




Fusion 7 White Label Standard

# Account Summary Module

Wireframe: Account Summary, Large View



Large View, Account Summary



Medium View, Account Summary

Page Notes

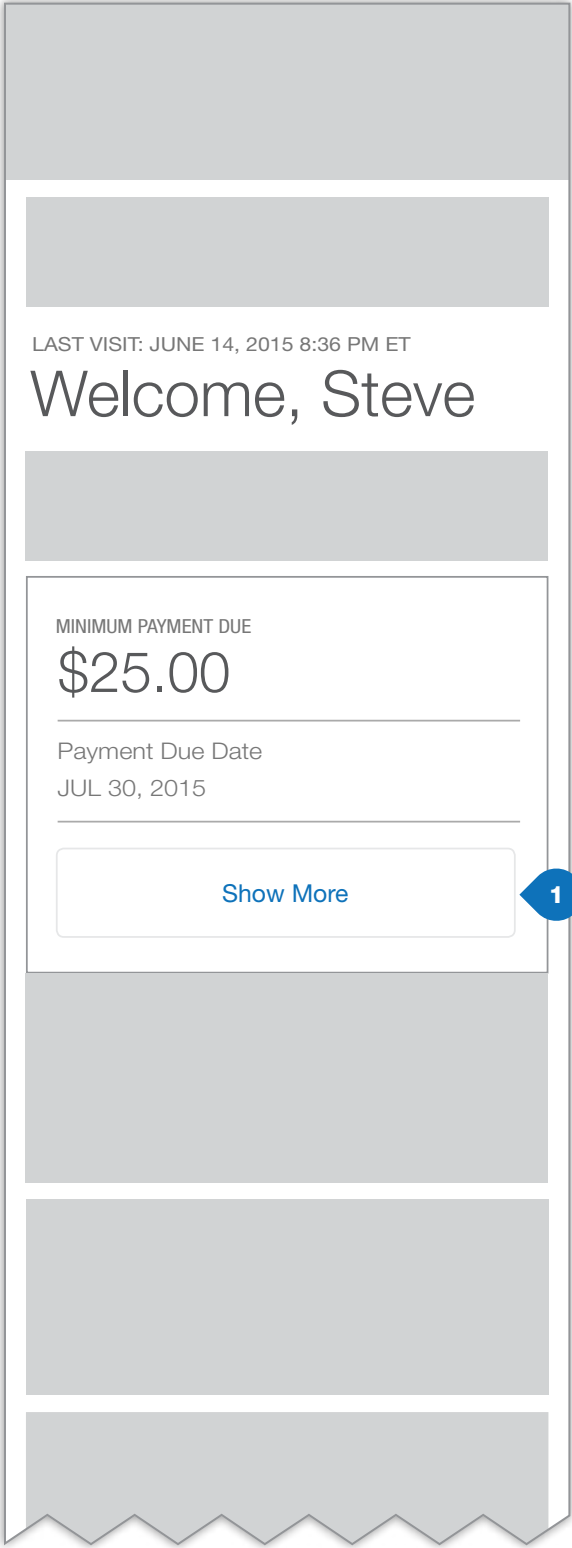
Credit Module Type: Informational

Content and interactions are consistent across Extra Large and Large breakpoints. If the module fails to load, displays Module Failure. Module will not display based on user's account status.

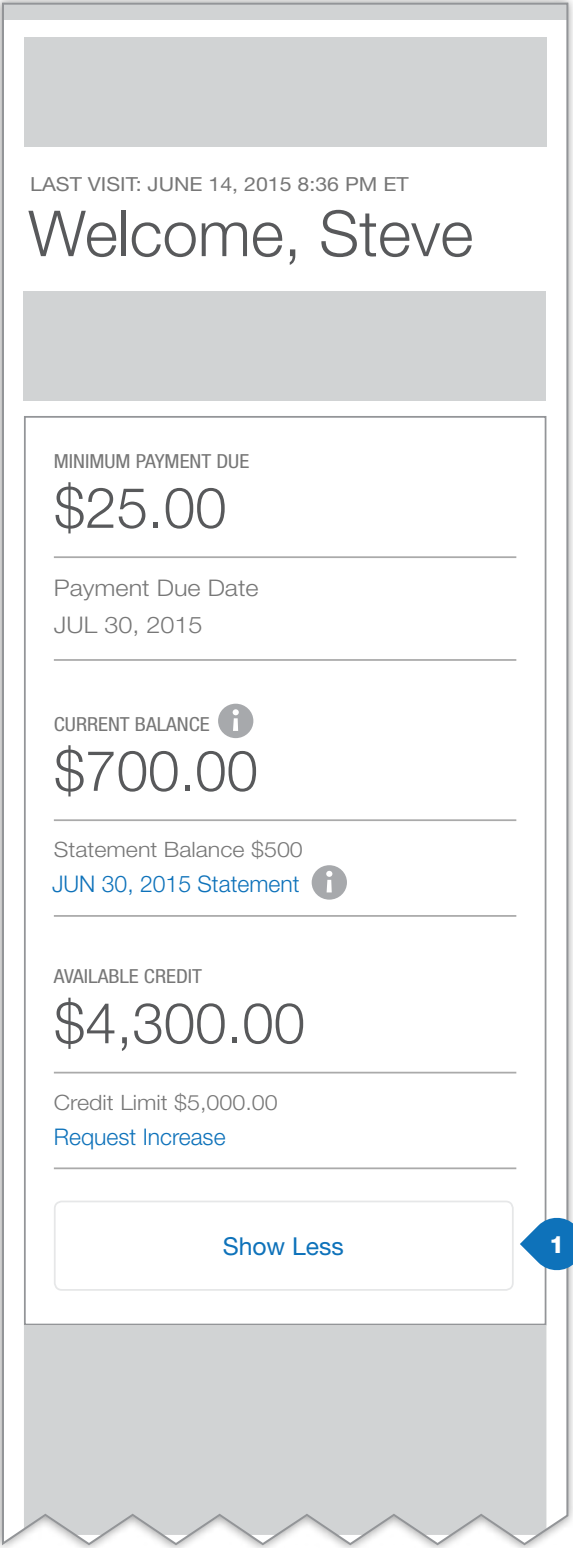
Interaction Notes

| Key | Element                         | Action                                                                                  | Notes                                                                                                                                           |
|-----|---------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Minimum Payment Warning Tooltip | onClick displays the Minimum Payment Warning Tooltip                                    |                                                                                                                                                 |
| 2   | Minimum Payment Due Amount      | None                                                                                    | Dynamic content. Displays minimum payment due                                                                                                   |
| 3   | Payment Due Date                | None                                                                                    | Dynamic content. Displays due date                                                                                                              |
| 4   | Tooltip                         | onClick displays tooltip content                                                        | See <i>Global Elements</i> for more information on tooltips                                                                                     |
| 5   | Current Balance Amount          | None                                                                                    | Dynamic content. Displays the current balance                                                                                                   |
| 6   | Statement Balance Amount        | None                                                                                    | Dynamic content. Displays the balance on the last statement                                                                                     |
| 7   | MMM DD,YYYY Statement           | onClick downloads the last statement in PDF format based on the user's browser settings | Conditional content. Does not display link if user does not have a statement.                                                                   |
| 8   | Available Credit Amount         | None                                                                                    | Dynamic content. Displays the total amount available for purchases                                                                              |
| 9   | Credit Limit Amount             | None                                                                                    | Dynamic content. Displays the credit limit                                                                                                      |
| 10  | Request Increase Link           | onClick displays Request Credit Limit Increase Process Page                             | Conditional content. Link is conditional based on user's account status. See <i>Wireframe: Request Credit Limit Increase Module, Large View</i> |

Wireframe: Account Summary, Extra Small View



Collapsed (Default)



Expanded

Page Notes

Credit Module Type: Informational

Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure. Module will not display based on user's account status.

Interaction Notes

| Key | Element                | Action                    | Notes |
|-----|------------------------|---------------------------|-------|
| 1   | Show More/Less Buttons | onTap shows/hides content |       |

Wireframe: Account Summary - Minimum Payment Warning, Large View

LAST VISIT: JUNE 14, 2015 8:36 PM ET

Welcome, Steve

FPO

MINIMUM PAYMENT DUE ⓘ

MINIMUM PAYMENT WARNING

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn. Dusam ulpa es sit officiaest eaqui que non res et estrumquatem is eos aruptature

Minimum Payment Only

\$000.00

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn

00 year(s)

0 year(s)

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn

\$00,000.00

\$00,000.00

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn. Quo beaquat ionsequas ere pariamet lature non est volor maiorro doluptatae. Qui tempore rumetur.

CURRENT BALANCE ⓘ

00.00

Current Balance \$500

[2015 Statement ⓘ](#)

AVAILABLE CREDIT

\$4,300.00

Credit Limit \$5,000.00

[Request Increase](#)

Page Notes

Module Type: Informational

The Minimum Payment Warning Tooltip displays conditional content based on the user's account status. Content and interactions are consistent across all breakpoints. Module may not display based on user's account status.

Interaction Notes

| Key | Element                         | Action | Notes                                          |
|-----|---------------------------------|--------|------------------------------------------------|
| 1   | Minimum Payment Warning Content | None   | Dynamic content based on user's account status |

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| FUSION: ACCOUNT SUMMARY MODULE |   |   |              |                            |                                 |                                             |                                                                                  |                |                          |        |                                                            |
|--------------------------------|---|---|--------------|----------------------------|---------------------------------|---------------------------------------------|----------------------------------------------------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------|
| D                              | T | M | ELEMENT      | COPY                       | COPY (SPANISH)                  | ADA                                         | ADA (SPANISH)                                                                    | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                      |
|                                |   |   | Image        | [Partner/program card art] | [Partner/program card art]      |                                             |                                                                                  |                |                          |        | Decorative image, no alt tag needed                        |
|                                |   |   | Heading      | MINIMUM PAYMENT DUE        | PAGO MÍNIMO ADEUDADO            |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Dynamic Data | [\$XXX,XXX.XX]             | [\$XXX,XXX.XX]                  |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Tooltip Link | [Tooltip Icon]             | [Tooltip Icon]                  | Open Minimum Payment Warning tooltip.       | (Translation needed.)                                                            |                |                          |        | Opens Minimum Payment Warning Tooltip (see copy below)     |
|                                |   |   | Text         | Payment Due Date           | Fecha de Vencimiento de Pago    |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Dynamic Data | [MMM DD, YYYY]             | [MMM DD, YYYY]                  |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Heading      | CURRENT BALANCE            | SALDO ACTUAL                    |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Tooltip Link | [Tooltip Icon]             | [Tooltip Icon]                  | Open Current Balance Tooltip.               | Abrir la sugerencia de la herramienta Saldo Actual.                              |                |                          |        |                                                            |
|                                |   |   | Dynamic Data | [\$XXX,XXX.XX]             | [\$XXX,XXX.XX]                  |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Heading      | Statement Balance          | Saldo de Estado de Cuenta       |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Dynamic Data | [\$XXX,XXX.XX]             | [\$XXX,XXX.XX]                  |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Link         | [MMM DD, YYYY] Statement   | [MMM DD, YYYY] Estado de Cuenta |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Tooltip Link | [Tooltip Icon]             | [Tooltip Icon]                  | Click to open Download Statements tool tip. | Haz clic para abrir la sugerencia de la herramienta Descargar Estados de Cuenta. |                |                          |        |                                                            |
|                                |   |   | Heading      | AVAILABLE CREDIT           | CRÉDITO DISPONIBLE              |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Dynamic Data | [\$XXX,XXX.XX]             | [\$XXX,XXX.XX]                  |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Heading      | Credit Limit               | Límite de Crédito               |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Dynamic Data | [\$XXX,XXX.XX]             | [\$XXX,XXX.XX]                  |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Link         | Request Increase           | Solicitar aumento               |                                             |                                                                                  |                |                          |        |                                                            |
|                                |   |   | Link         | Show More                  | Mostrar más                     |                                             |                                                                                  |                |                          |        | Conditional content. Only appears on S and XS breakpoints. |
|                                |   |   | Link         | Show Less                  | Mostrar menos                   |                                             |                                                                                  |                |                          |        | Conditional content. Only appears on S and XS breakpoints. |

Copy: Account Summary

| ACCOUNT SUMMARY MODULE, CURRENT BALANCE TOOLTIP                                  |   |   |         |                                                                                                                                                        |                                                                                                                                                                                       |                                    |                                                                     |                |                          |        |                                                |
|----------------------------------------------------------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------|----------------|--------------------------|--------|------------------------------------------------|
| D                                                                                | T | M | ELEMENT | COPY                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                                        | ADA                                | ADA (SPANISH)                                                       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                          |
|                                                                                  |   |   | Heading | Current Balance                                                                                                                                        | Saldo Acutal                                                                                                                                                                          |                                    |                                                                     |                |                          |        |                                                |
|                                                                                  |   |   | Text    | The Current Balance is updated each evening and may not reflect all transactions (payments, purchases, and adjustments) you have made on your account. | El saldo actual se actualiza todas las noches, y es posible que no refleje todas las transacciones (pagos, compras y ajustes) que hayas realizado en tu cuenta.                       |                                    |                                                                     |                |                          |        |                                                |
|                                                                                  |   |   | Link    | <a href="#">[Close Icon]</a>                                                                                                                           | <a href="#">[Close Icon]</a>                                                                                                                                                          | Close Current Balance Tooltip.     | Cerrar la sugerencia de la herramienta Saldo Actual.                |                |                          |        |                                                |
| ACCOUNT SUMMARY MODULE, DOWNLOAD STATEMENTS TOOLTIP (LAUNCHES FROM TOOLTIP ICON) |   |   |         |                                                                                                                                                        |                                                                                                                                                                                       |                                    |                                                                     |                |                          |        |                                                |
| D                                                                                | T | M | ELEMENT | COPY                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                                        | ADA                                | ADA (SPANISH)                                                       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                          |
|                                                                                  |   |   | Heading | Download Statements                                                                                                                                    | Descargar estados de cuenta                                                                                                                                                           |                                    |                                                                     |                |                          |        |                                                |
|                                                                                  |   |   | Text    | Note: Because downloadable statements may be stored on your hard drive, we recommend that you not view statements on shared or public computers.       | Nota: Debido a que los estados de cuenta descargables pueden ser almacenados en tu disco duro, te recomendamos no consultar estados de cuenta en computadoras compartidas o públicas. |                                    |                                                                     |                |                          |        |                                                |
|                                                                                  |   |   | Link    | <a href="#">[Close Icon]</a>                                                                                                                           | <a href="#">[Close Icon]</a>                                                                                                                                                          | Close download statements tooltip. | Cerrar la sugerencia de la herramienta descargar estados de cuenta. |                |                          |        |                                                |
| ACCOUNT SUMMARY MODULE, MINIMUM PAYMENT DUE TOOLTIP                              |   |   |         |                                                                                                                                                        |                                                                                                                                                                                       |                                    |                                                                     |                |                          |        |                                                |
| D                                                                                | T | M | ELEMENT | COPY                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                                        | ADA                                | ADA (SPANISH)                                                       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                          |
|                                                                                  |   |   | Heading | Minimum Payment Warning                                                                                                                                | (Translation needed.)                                                                                                                                                                 |                                    |                                                                     |                |                          |        |                                                |
|                                                                                  |   |   | Text    | If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:      | (Translation needed.)                                                                                                                                                                 |                                    |                                                                     |                |                          |        |                                                |
|                                                                                  |   |   | Text    | If you make no additional charges using this card and each month you pay?                                                                              | Si no realiza cargos adicionales utilizando esta tarjeta y cada mes paga                                                                                                              |                                    |                                                                     |                |                          |        | Reflects latest copy from Fusion 6 White Label |
|                                                                                  |   |   | Text    | Minimum Payment Only                                                                                                                                   | (Translation needed.)                                                                                                                                                                 |                                    |                                                                     |                |                          |        |                                                |



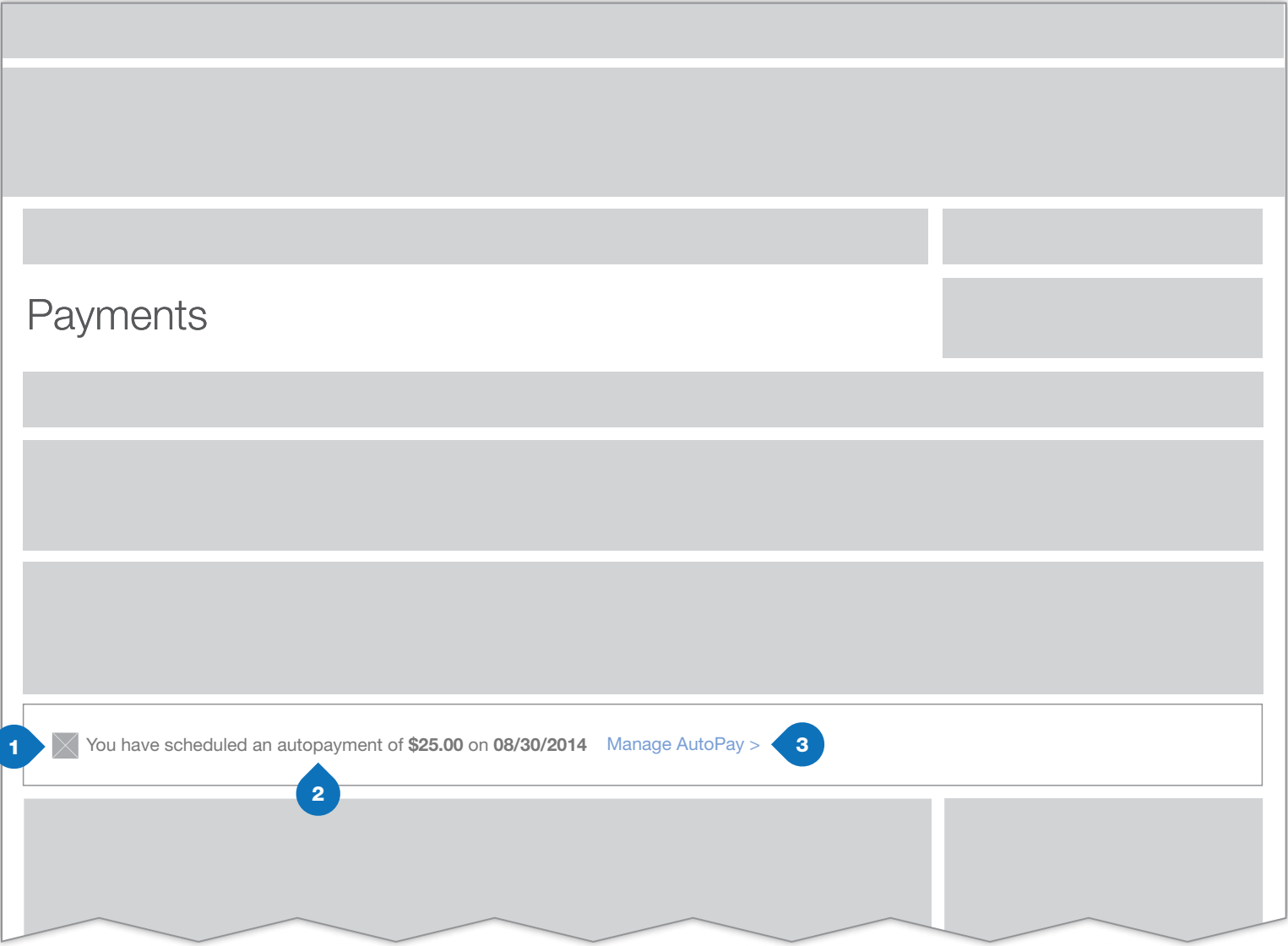
Copy: Account Summary

|  |  |  |              |                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                        |                       |  |  |  |                                           |
|--|--|--|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-----------------------|--|--|--|-------------------------------------------|
|  |  |  | Dynamic Data | [\$XXXX.XX]                                                                                                                                                                                                                                                                                                                | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                        |                       |  |  |  |                                           |
|  |  |  | Text         | You will pay off the balance shown on this statement in about:                                                                                                                                                                                                                                                             | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                        |                       |  |  |  |                                           |
|  |  |  | Dynamic Data | [#] year(s)                                                                                                                                                                                                                                                                                                                | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                        |                       |  |  |  |                                           |
|  |  |  | Dynamic Data | [#] year(s)                                                                                                                                                                                                                                                                                                                | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                        |                       |  |  |  |                                           |
|  |  |  | Text         | And you will end up paying an estimated total of?                                                                                                                                                                                                                                                                          | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                        |                       |  |  |  |                                           |
|  |  |  | Dynamic Data | [\$XXXX.XX]                                                                                                                                                                                                                                                                                                                | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                        |                       |  |  |  |                                           |
|  |  |  | Dynamic Data | [\$XXXX.XX]                                                                                                                                                                                                                                                                                                                | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                        |                       |  |  |  |                                           |
|  |  |  | Text         | If you would like information about credit counseling services, please call 1-877-337-8187. This warning message is part of the CARD Act of 2009 and the revised Truth in Lending Act, and is intended to make customers more aware of the time it will take to pay off balances when paying only the minimum payment due. | Si desea recibir información sobre los servicios de asesoramiento de crédito, llame al 1-877-337-8187. Este mensaje de advertencia forma parte de la Ley de TARJETAS “CARD Act” del año 2009 y la revisión de la Ley de Veracidad en los Préstamos “Truth in Lending Act”, y está destinado a lograr que los clientes estén más informados con respecto a cuánto tiempo les tomará liquidar sus saldos al efectuar solamente el pago mínimo adeudado. |                                        |                       |  |  |  | Reflects latest Fusion 6 White Label copy |
|  |  |  | Link         | [Close Icon]                                                                                                                                                                                                                                                                                                               | [Close Icon]                                                                                                                                                                                                                                                                                                                                                                                                                                          | Close Minimum Payment Warning tooltip. | (Translation needed.) |  |  |  |                                           |

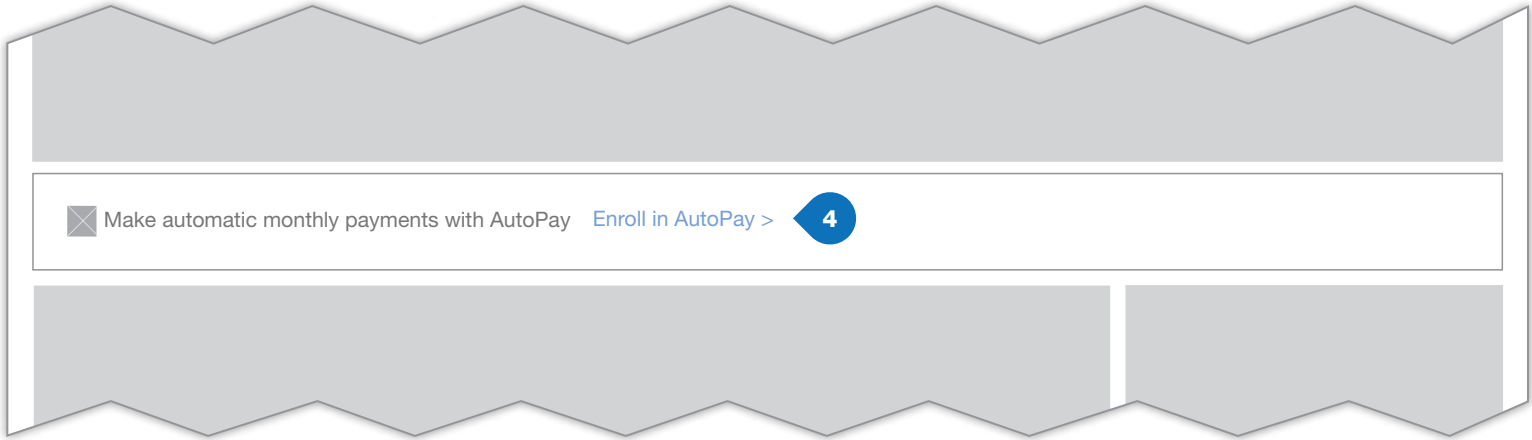
Fusion 7 White Label Standard

# AutoPay Status Module





Large View, Manage AutoPay



Large View, Enroll in AutoPay

Page Notes

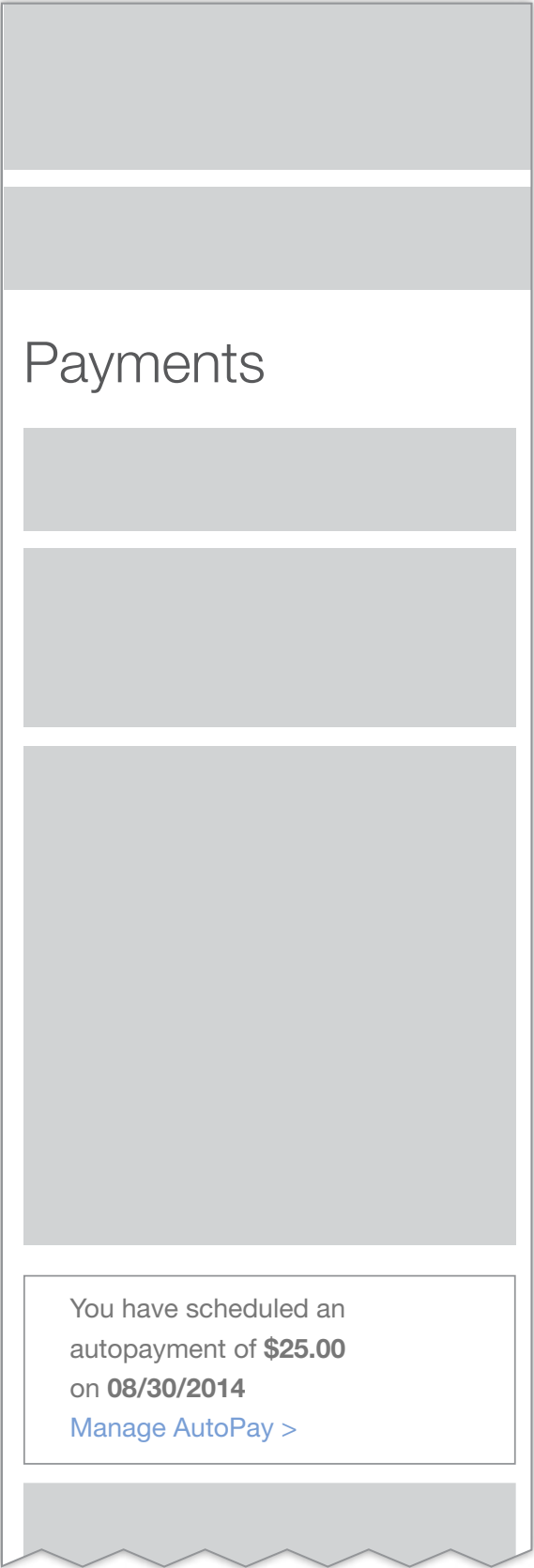
Module Type: Informational Module

This is the AutoPay Status Module. Content and interactions are consistent across all breakpoints. Module does not appear if the account has bankrupt, legal, fraud, lost & stolen or charged-off status.

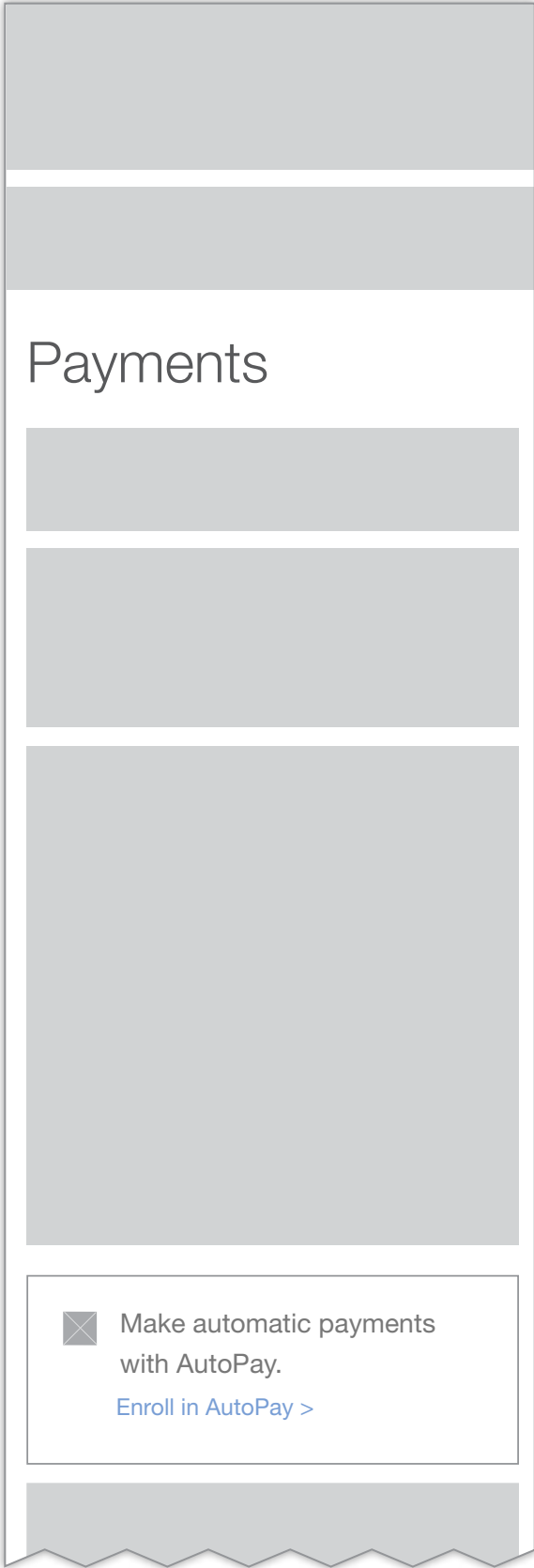
Interaction Notes

| Key | Element                | Action                                                                                           | Notes                                                                                                                                                                                                                       |
|-----|------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Icon                   | None                                                                                             | Icon is conditional and it does not appear in Small and Extra Small breakpoints.                                                                                                                                            |
| 2   | Autopay Status Text    | None                                                                                             | Dynamic content. Content varies depending on user's AutoPay settings. Refer to copy for details.                                                                                                                            |
| 3   | Manage AutoPay Link    | onClick displays Manage AutoPay Process Page                                                     | In this scenario, the user is enrolled in AutoPay. See Copy for details.<br><br>Content and interaction of link is conditional based on user's AutoPay status.<br><br>See Wireframe: <i>Edit AutoPay Module, Large View</i> |
| 4   | Enroll in AutoPay Link | onClick displays Enroll in AutoPay Module<br>If no source on file, display Add a Payment Source. | See Wireframe: <i>Enroll in AutoPay Module, Large View</i>                                                                                                                                                                  |

Wireframe: AutoPay Status Module - Contextual, Extra Small View



Extra Small View, Manage AutoPay



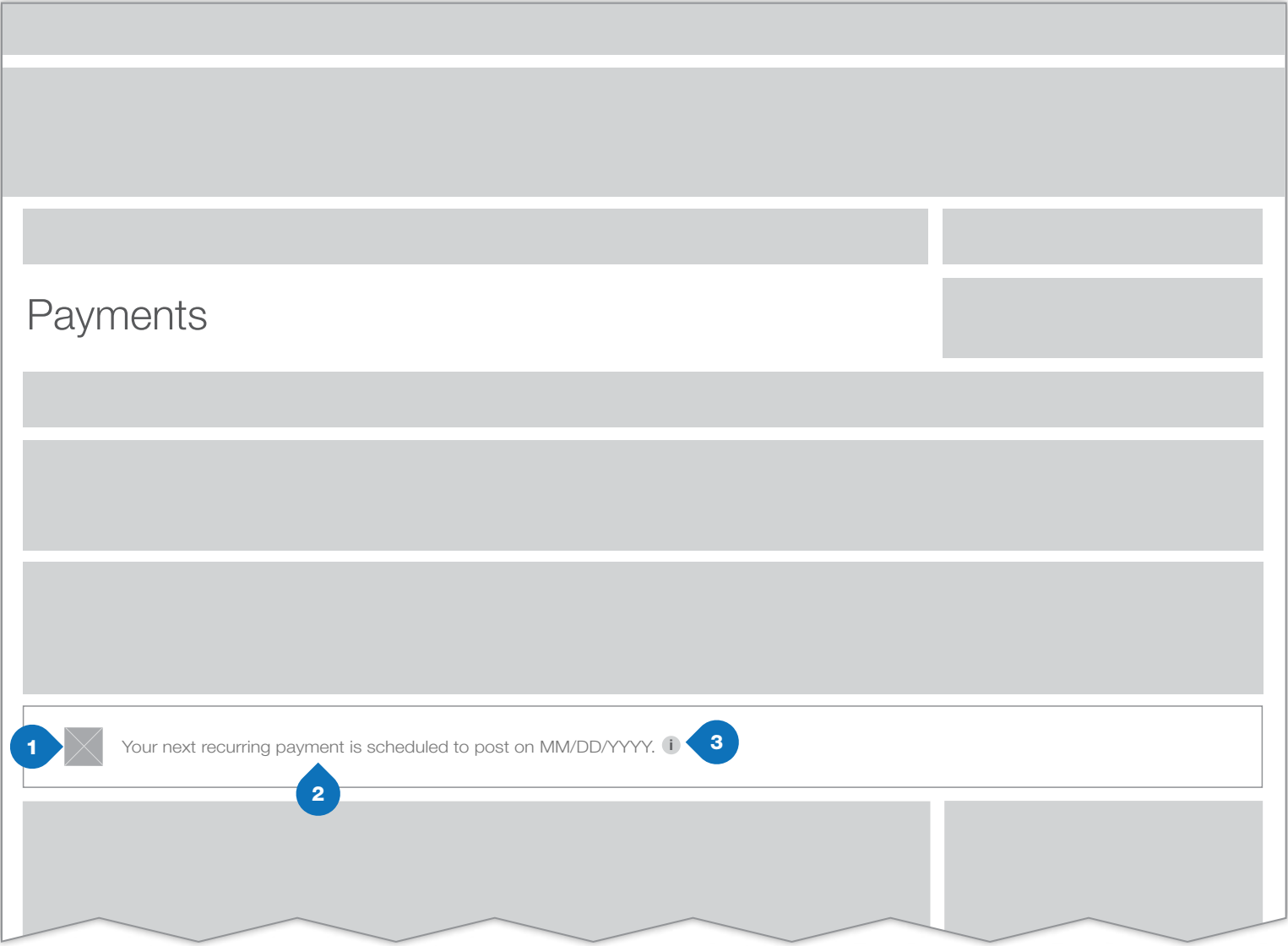
Extra Small View, Enroll in AutoPay

Page Notes

Module Type: Informational Module

This is the AutoPay Status Module. This module is unique as it can appear as stand-alone or affixed to other modules. Module is conditional and will not display based on user's account status. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, display Module Failure.

Wireframe: AutoPay Status Module - Recurring Payment, Large View



Large View, Manage AutoPay

Page Notes

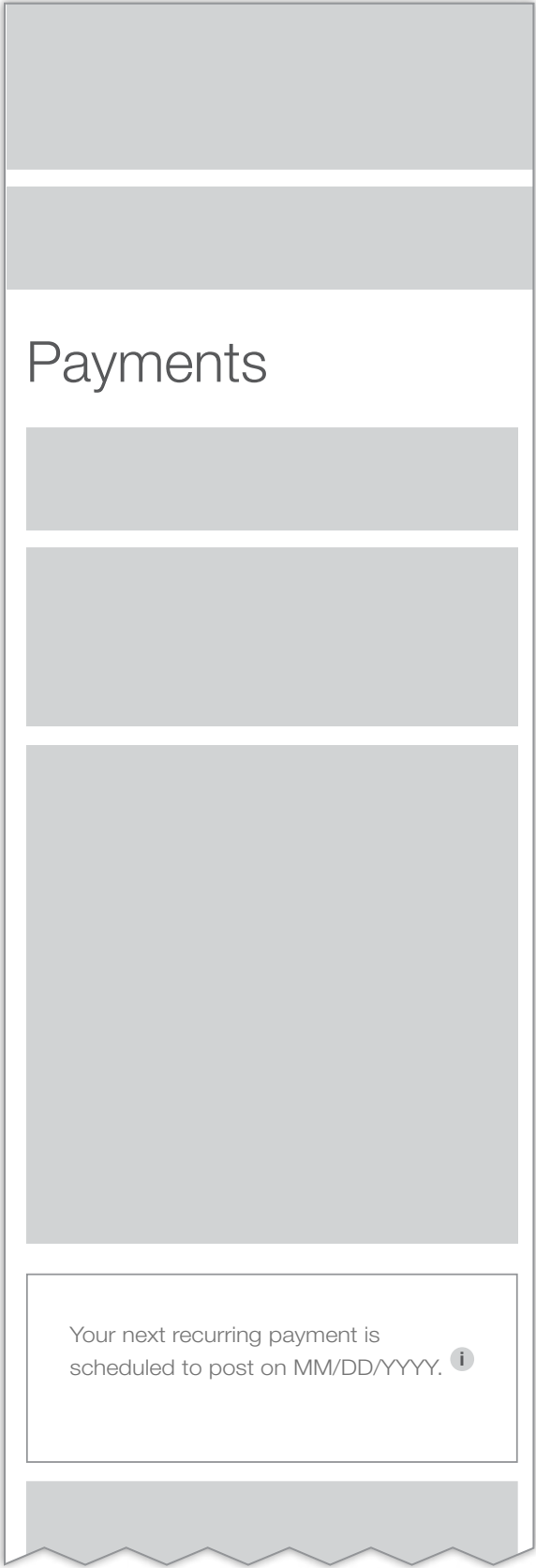
Module Type: Informational Module

This is the AutoPay Status Module. This module is unique as it can appear as stand-alone or affixed to other modules. Module is conditional and will not display based on user's account status. Content and interactions are consistent across Medium, Large and Extra Large breakpoints. If the module fails to load, display Module Failure.

Interaction Notes

| Key | Element                   | Action                                     | Notes                                                                                                     |
|-----|---------------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 1   | Icon                      | None                                       | Icon is conditional and it does not appear in Small and Extra Small breakpoints.                          |
| 2   | Recurring Payment Text    | None                                       | Dynamic content. Content varies depending on user's Recurring Payment details. Refer to copy for details. |
| 3   | Recurring Payment Tooltip | onClick displays Recurring Payment Tooltip |                                                                                                           |

Wireframe: AutoPay Status Module - Recurring Payment, Extra Small View



Extra Small View, Various Pages

Page Notes

Module Type: Informational Module

This is the AutoPay Status Module. This module is unique as it can appear as stand-alone or affixed to other modules. Module is conditional and will not display based on user's account status. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, display Module Failure.

| FUSION: AUTOPAY STATUS MODULE |   |   |              |                                                                                        |                                                                                             |                                                                                           |                                                                                                    |                |                          |        |                                                                                                 |
|-------------------------------|---|---|--------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------|
| D                             | T | M | ELEMENT      | COPY                                                                                   | COPY (SPANISH)                                                                              | ADA                                                                                       | ADA (SPANISH)                                                                                      | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                           |
|                               |   |   | Icon         | [Autopay Icon]                                                                         | [Autopay Icon]                                                                              |                                                                                           |                                                                                                    |                |                          |        | Conditional: Does NOT appear in S/XS Views.                                                     |
|                               |   |   | Text         | You have [X] scheduled payment(s).                                                     | Tienes [X] pago(s) programado(s).                                                           |                                                                                           |                                                                                                    |                |                          |        | Conditional copy that appears if the user has multiple scheduled payments.                      |
|                               |   |   | Subhead      | You have scheduled an autopayment of \$[XXX.XX] on [MM/DD/YYYY].                       | Tienes programado un pago automático de \$[XXX.XX] el [MM/DD/YYYY].                         |                                                                                           |                                                                                                    |                |                          |        | Conditional content that displays when the user HAS set up AutoPay for Other Amount.            |
|                               |   |   | Subhead      | You have scheduled an autopayment of Minimum Payment Due on [MM/DD/YYYY].              | Tienes programado un pago automático del Pago Mínimo Adeudado el [MM/DD/YYYY].              |                                                                                           |                                                                                                    |                |                          |        | Conditional: Appears if user HAS enrolled in AutoPay with Minimum Payment Due                   |
|                               |   |   | Subhead      | You have scheduled an autopayment of Minimum Payment Due + \$[XXX.XX] on [MM/DD/YYYY]. | Tienes programado un pago automático del Pago Mínimo Adeudado + \$[XXX.XX] el [MM/DD/YYYY]. | You have scheduled an autopayment of Minimum Payment Due plus \$[XXX.XX] on [MM/DD/YYYY]. | Tienes programado un pago automático del Pago Mínimo Adeudado más \$[XXX.XX] para el [MM/DD/YYYY]. |                |                          |        | Conditional: Appears if user HAS enrolled in AutoPay with Minimum Payment Due Plus Other Amount |
|                               |   |   | Subhead      | You have scheduled an autopayment of Statement Balance in Full on [MM/DD/YYYY].        | Tienes programado un pago automático del Saldo Total del Estado de Cuenta el [MM/DD/YYYY].  |                                                                                           |                                                                                                    |                |                          |        | Conditional: Appears if user HAS enrolled in AutoPay with Statement Balance in Full             |
|                               |   |   | Link         | Manage AutoPay                                                                         | Manejar AutoPay                                                                             |                                                                                           |                                                                                                    |                |                          |        | Conditional: If user is enrolled in AutoPay.                                                    |
|                               |   |   | Subhead      | Your next recurring payment is scheduled to post on [MM/DD/YYYY].                      | Tu próximo pago recurrente está programado para registrarse el [MM/DD/YYYY].                |                                                                                           |                                                                                                    |                |                          |        | Conditional: Appears if user has a recurring payment.                                           |
|                               |   |   | Tooltip Icon | [Tooltip Icon]                                                                         | [Tooltip Icon]                                                                              | Open Recurring Payment tooltip.                                                           | Abre la sugerencia de herramienta Pago Recurrente.                                                 |                |                          |        |                                                                                                 |

|  |  |  |              |                                                                                                                                                                                |                                                                                                                                                                                             |                     |                                        |  |  |  |                                  |
|--|--|--|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------------|--|--|--|----------------------------------|
|  |  |  | Text         |                                                                                                                                                                                |                                                                                                                                                                                             | Close this tooltip. | Cerrar esta sugerencia de herramienta. |  |  |  | For accessibility purposes only. |
|  |  |  | Tooltip Text | We calculate your next payment 7 days prior to its scheduled posting date. To change your recurring payment plan, contact Customer Service at [Customer Service Phone Number]. | Calculamos tu próximo pago 7 días antes de la fecha de registro programada. Para cambiar tu plan de pago recurrente, comunícate con Servicio al Cliente al [Customer Service Phone Number]. |                     |                                        |  |  |  |                                  |



Fusion 7 White Label Standard

# One-time Make a Payment Module

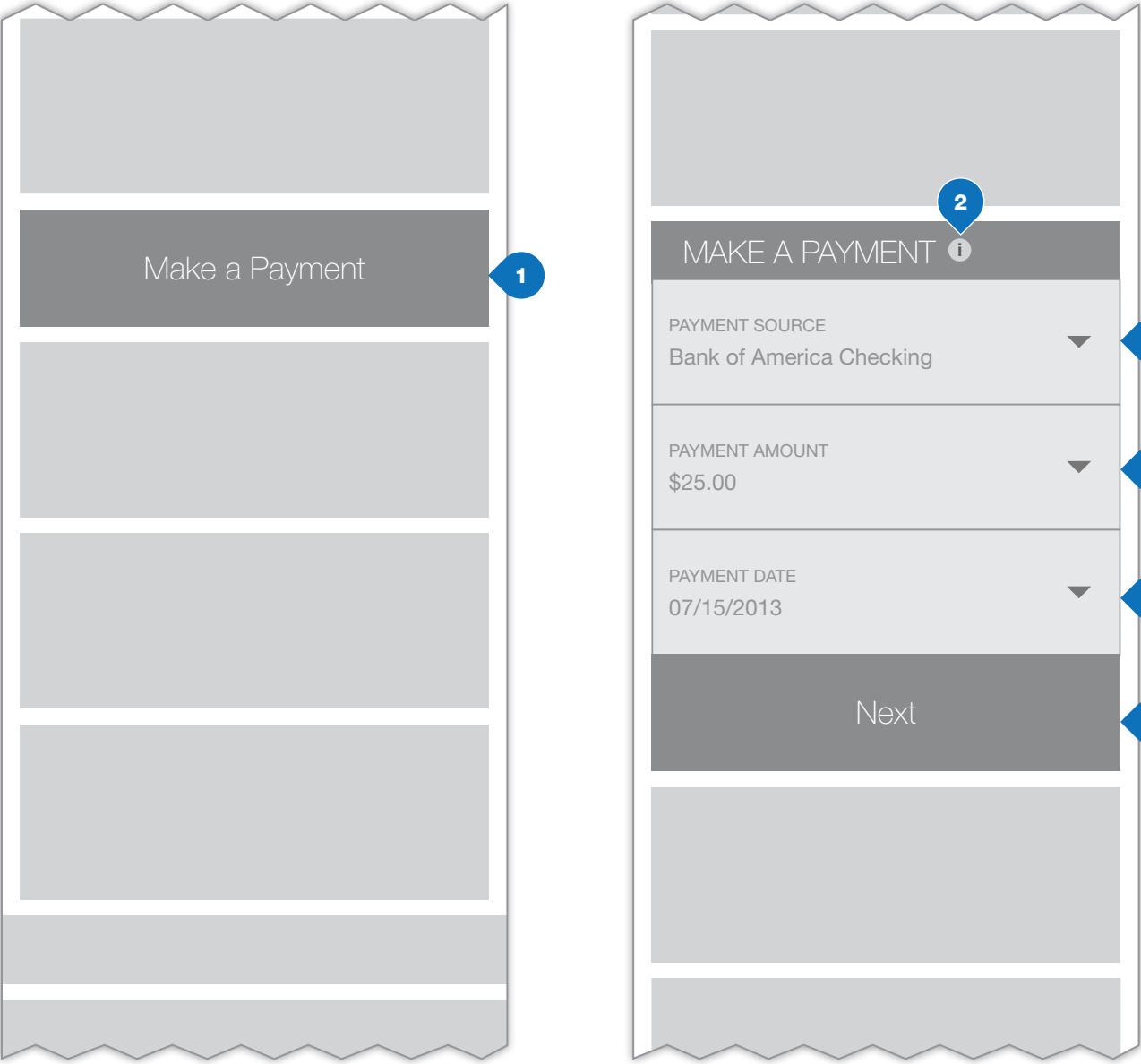
Page Notes

The module is displayed when the user meets the criteria for making a payment. If the module fails to load, display Module Failure. The module is not displayed if the account status has legal, fraud or lost/stolen status.

| Key | Element                   | Action                                                                                                                                                                                                     | Notes                                                                                          |
|-----|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| 1   | Make a Payment Tooltip    | onClick displays the Make a Payment Tooltip                                                                                                                                                                |                                                                                                |
| 2   | More Payment Options Link | onClick displays Make a Payment - Payment Options                                                                                                                                                          | See Wireframe: Make a Payment - Payment Options, Large View                                    |
| 3   | Payment Source            | onClick expands/collapses the Payment Source dropdown                                                                                                                                                      | The user's default payment source is listed as the default, then the last payment used, if any |
| 4   | Payment Amount            | onClick expands/collapses the Payment Amount dropdown                                                                                                                                                      | The minimum payment due is listed as the default, then the last payment amount, if any         |
| 5   | Payment Date              | onClick expands/collapses the Payment Date dropdown                                                                                                                                                        | Today's date is listed as the default payment date                                             |
| 6   | Submit Payment Button     | onClick submits the data and updates the button to a button processing state during submission. If an error is found, displays an error message; otherwise display the Verification and Authorization step |                                                                                                |



Wireframe: One-time Make a Payment Module, Extra Small View



Collapsed (Initial State)

Expanded

Page Notes

Module Type: Transactional Module

This is the Make a Payment module. The module is displayed when the user meets the criteria for making a payment. If the module fails to load, display Module Failure.

This module is not displayed if the account is in legal, fraud or lost/stolen status.

Interaction Notes

| Key | Element                | Action                                                                                                                                                                                                    | Notes |
|-----|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 1   | Make a Payment Button  | onTap expands the module                                                                                                                                                                                  |       |
| 2   | Make a Payment Tooltip | onTap displays the Make a Payment Tooltip                                                                                                                                                                 |       |
| 3   | Payment Source         | onTap expands/collapses the Payment Source dropdown                                                                                                                                                       |       |
| 4   | Payment Amount         | onTap expands/collapses the Payment Amount dropdown                                                                                                                                                       |       |
| 5   | Payment Date           | onTap expands/collapses the Payment Date dropdown                                                                                                                                                         |       |
| 6   | Next Button            | onTap submits the data and changes the button to a button processing state during submission. If an error is found, displays an error message; otherwise, display the Verification and Authorization step |       |

Wireframe: Step 1- Payment Source Expanded, Large View

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE

Bank of America Checking ▲

PAYMENT AMOUNT

25.00 ▼

PAYMENT DATE

07/15/2013 ▼

Submit Payment

1

☒

BANK OF AMERICA CHECKING

Account Ending in 7284

☐

ANOTHER CHECKING

Account Ending in 3032

2

!

BANK OF AMERICA SAVINGS

Account Ending in 8601

UNAVAILABLE FOR PAYMENT

☐

BANK OF AMERICA, N.A. 9025

Account Ending in 9025

☐

ANOTHER SAVINGS ACCOUNT

Account Ending in 6882

Page Notes

Module Type: Transactional Module

The Payment Source content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                    | Action                                                                                | Notes                                                                                                                                                                                                                      |
|-----|----------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Payment Source             | onClick selects Payment Source and the dropdown closes, reflecting the selected state | The source name will wrap when the dropdown is expanded. If the source name is too long it will be truncated with an ellipsis once the dropdown is closed. The length is variable depending on the browser and window size |
| 2   | Unavailable Payment Source |                                                                                       | Unavailable payment sources are disabled                                                                                                                                                                                   |

Wireframe: Step 1- Payment Amount Expanded, Large View

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE  
Bank of America Checking ▼

PAYMENT AMOUNT  
\$25.00 ▲

PAYMENT DATE  
07/15/2013 ▼

Submit Payment

1

☒ \$25.00  
Minimum Payment Due

☐ \$363.75  
Last Statement Balance

☐ \$705.63  
Current Balance ⓘ 2

OTHER AMOUNT

☐ \$

Apply

Minimum Payment Due

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE  
Bank of America Checking ▼

PAYMENT AMOUNT  
\$705.63 ▲

PAYMENT DATE  
07/15/2013 ▼

Submit Payment

3

☐ \$0.00  
Minimum Payment Due

☐ \$0.00  
Last Statement Balance

☒ \$705.63  
Current Balance ⓘ

OTHER AMOUNT

☐ \$

Apply

No Last Statement and Minimum Payment

Page Notes

Module Type: Transactional Module

The Payment Amount content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                 | Action                                                                                | Notes                                     |
|-----|-------------------------|---------------------------------------------------------------------------------------|-------------------------------------------|
| 1   | Payment Amount          | onClick selects Payment Amount and the dropdown closes, reflecting the selected state | When value is \$0.00 disable radio button |
| 2   | Current Balance Tooltip | onClick displays or hides the Tooltip                                                 |                                           |
| 3   | Disabled Option         | None                                                                                  | Disabled options are visually indicated   |

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE  
Bank of America Checking ▼

PAYMENT AMOUNT  
\$25.00 ▲

PAYMENT DATE  
07/15/2013 ▼

Submit Payment

\$25.00

Minimum Payment Due

\$363.75

Last Statement Balance

\$705.63

Current Balance ⓘ

OTHER AMOUNT

\$850.00

Apply

1

2

Other Amount Enabled

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE  
Bank of America Checking ▼

PAYMENT AMOUNT ⓘ  
\$25.00 ▲

PAYMENT DATE  
07/15/2013 ▼

Submit Payment

\$25.00

Minimum Payment Due

\$363.75

Last Statement Balance

\$705.63

Current Balance ⓘ

OTHER AMOUNT

\$850.00

Apply

3

ⓘ

Morbi leo risus porta acis consectetur amet vestibulum at eros.

Other Amount Error Message

Page Notes

Module Type: Transactional Module

The Payment Amount content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element       | Action                                                                                                                                                             | Notes                                                                                                                                                                                                                                                 |
|-----|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Text Field    | onClick selects radio button or text field, it is active and the apply button is disabled                                                                          | A field level error is displayed if the user leaves the field without entering any characters<br><br>If the minimum payment due is less than the partner minimum, the user is allowed to pay the minimum payment due, unless the minimum payment is 0 |
| 2   | Apply Button  | onClick submits and validates the data; if entry is valid the dropdown closes. The Apply button is enabled once the user enters a single value into the text field | Value is submitted if user hits enter on the keyboard, selects another payment tile or tabs out of the field                                                                                                                                          |
| 3   | Error Message | None                                                                                                                                                               | If an error is found then display a field level error message and an icon within the Amount label                                                                                                                                                     |

Wireframe: Step 1- Payment Amount Expanded, Large View

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE  
Bank of America Checking ▼

PAYMENT AMOUNT  
\$0.60 ▲

PAYMENT DATE  
07/15/2013 ▼

Submit Payment

1

☐ \$0.00  
Minimum Payment Due

☐ \$0.00  
Last Statement Balance

☒ \$0.60  
Current Balance ⓘ

OTHER AMOUNT

Apply

Balance Less Than \$1.00

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE  
Bank of America Checking ▼

PAYMENT AMOUNT  
\$25.00 ▲

PAYMENT DATE  
07/15/2013 ▼

Submit Payment

2

☒ \$25.00  
Minimum Payment Due

☐ \$363.75  
Last Statement Balance

☐ \$705.63  
Current Balance ⓘ

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OTHER AMOUNT

Apply

Current Balance Tooltip Expanded

Page Notes

Module Type: Transactional Module

The Payment Amount content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                 | Action                                                                | Notes                                                                                                                          |
|-----|-------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| 1   | Balance Below \$1.00    | This option is selected by default and all other options are disabled | If the user's balance is less than \$1.00, all other options are disabled and the user is only able to pay the current balance |
| 2   | Current Balance Tooltip | onClick expands/collapses the drawer                                  | The Tooltip closes if the user closes the dropdown or navigates to another selection                                           |

Wireframe: Step 1- Payment Date Expanded, Large View

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE

Bank of America Checking ▼

PAYMENT AMOUNT

25.00 ▼

PAYMENT DATE

07/15/2013 ▲

Submit Payment

< JULY 2013 >

SUN MON TUES WED THU FRI SAT

30 01 02 03 04 05 06

07 08 09 10 11 12 13

1

15 16 17 18 19 20

21 22 23 24 25 26 27

2

28 29 30 31 01 02 03

3

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Default State

Page Notes

Module Type: Transactional Module

The Payment Date content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element    | Action                                                                                           | Notes                                                                                                                                                    |
|-----|------------|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Date       | onClick selects the date and closes the dropdown; the new date is reflected in the Payment Date. | Default is today's date.<br><br>Only available dates, including days with an existing scheduled payment, can be selected. Unavailable dates are disabled |
| 2   | Due Date   | None                                                                                             | Visually indicated                                                                                                                                       |
| 3   | Disclosure | None                                                                                             |                                                                                                                                                          |



## Wireframe: Step 1- Payment Date Expanded, Large View

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE

Bank of America Checking ▼

PAYMENT AMOUNT

25.00 ▼

PAYMENT DATE

07/24/2013

1

Submit Payment

< JULY 2013 >

SUN MON TUES WED THU FRI SAT

30 01 02 03 04 05 06

07 08 09 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31 01 02 03

3

4

ⓘ

Axim qui sus explace ressut ad quaspic  
temquiam imi, nonsequas quias eruptatet  
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adipiscing elit, sed do eiusmod tempor  
incididunt ut labore et dolore magna aliqua.

onBlur Text Field Entry and Error Treatment

### Page Notes

Module Type: Transactional Module

The Payment Date content and interactions are consistent across all breakpoints.

### Interaction Notes

| Key | Element       | Action                                            | Notes                                                                                                                                                        |
|-----|---------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Text Field    | onBlur displays a text field as the Payment Date  | Tapping into the Payment Date dropdown will enable users to enter a date using the keyboard                                                                  |
| 2   | Selected Date | The user's selection is reflected in the calendar | Default date is today's date<br><br>Only available dates, including days with an existing scheduled payment, can be selected. Unavailable dates are disabled |
| 3   | Due Date      | None                                              | The due date is visually indicated                                                                                                                           |
| 4   | Error Message | None                                              | This server side error message is only displayed after the user clicks Make a Payment. If date is invalid an displays an error message                       |

Wireframe: Step 2- Verify and Authorize, Large View

MAKE A PAYMENT ⓘ

Authorize Your Payment Below

Note: The date you selected is after your payment due date. 1

PAYMENT SOURCE

Bank of America Checking

Account Ending in 7284

PAYMENT AMOUNT

\$25.00

PAYMENT DATE

JUL 24, 2013

PAYMENT TO

[Partner Provided Card Name]

Account Ending in 1234

Cancel2

Edit3

Payment Authorization

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Nullam id dolor id nibh ultricies vehicula ut id elit. Sed posuere consectetur est at lobortis. Curabitur blandit tempus porttitor.

Authorize4

Page Notes

Module Type: Transactional Module

Content is displayed when Payment Source, Payment Amount, Payment Date are valid. This step of the Make a Payment flow is isolated and user is not allowed to interact with other modules. If the module fails to load, display Module Failure.

Interaction Notes

| Key | Element          | Action                                                                                                                                 | Notes                                                     |
|-----|------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| 1   | Conditional Copy | None                                                                                                                                   | Only displayed if user schedules a payment after due date |
| 2   | Cancel Button    | onClick cancels payment and takes user to notification screen                                                                          |                                                           |
| 3   | Edit Button      | onClick returns user to the Make a Payment content, user's data is saved                                                               |                                                           |
| 4   | Authorize Button | onClick authorizes payment; if valid, then displays Confirmation screen. If a processing error occurs then displays a takeover message |                                                           |



Wireframe: Step 2- Verify and Authorize, Extra Small View

MAKE A PAYMENT ⓘ

Authorize Your Payment Below

Note: The date you selected is after your payment due date.

PAYMENT SOURCE

Bank of America  
Checking  
Account Ending in 7284

PAYMENT AMOUNT

\$25.00

PAYMENT DATE

JUL 24, 2013

PAYMENT TO

[Partner Provided  
Card Name]  
Account Ending in 1234

Cancel

Edit

Payment Authorization

Lorem ipsum dolor sit amet, consectetur  
adipisicing elit, sed do eiusmod tempor incididunt  
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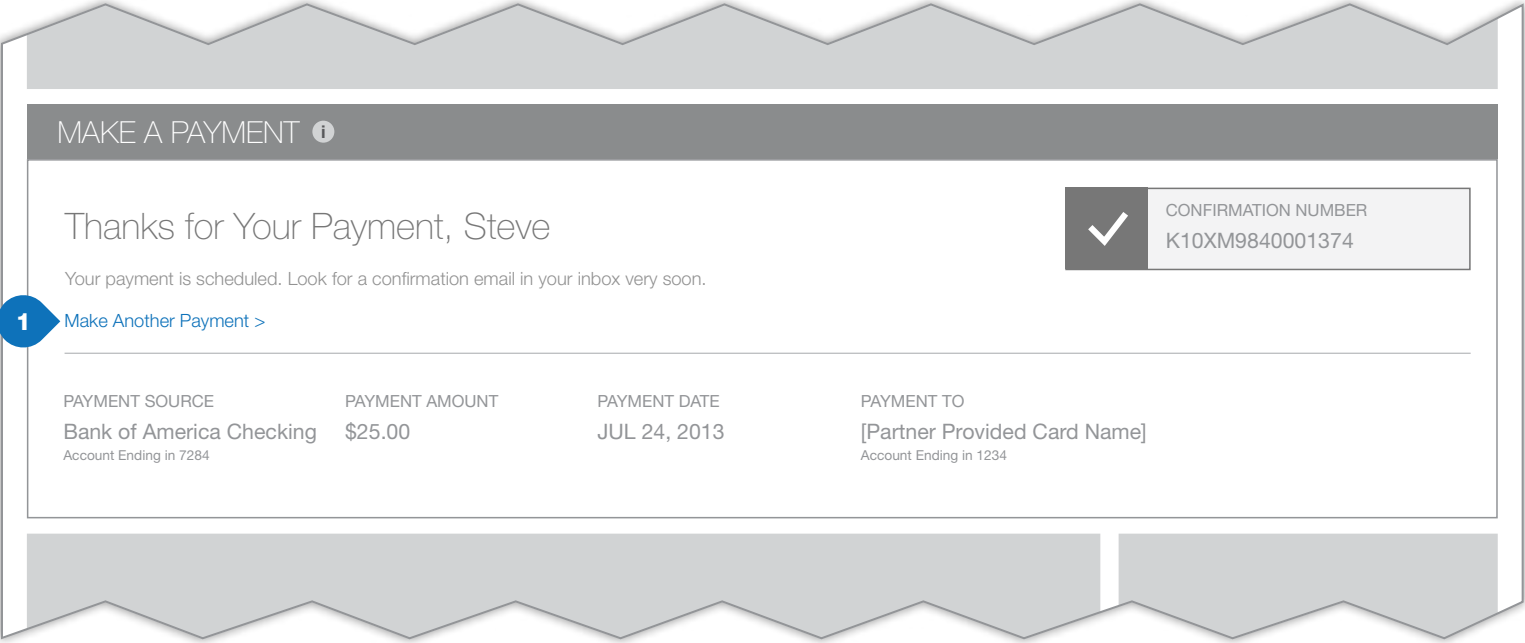
Authorize

Page Notes

Module Type: Transactional Module

Content is displayed when Payment Source, Payment Amount, Payment Date are valid. This step of the Make a Payment flow is isolated and user is not allowed to interact with other modules. If the module fails to load, display Module Failure.

Wireframe: Step 3- Confirmation, Large View



Page Notes

Module Type: Transactional Module

The Payment Confirmation content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.

Interaction Notes

| Key | Element                   | Action                                                                          | Notes |
|-----|---------------------------|---------------------------------------------------------------------------------|-------|
| 1   | Make Another Payment Link | onClick displays Initial Make a Payment module with default values pre-selected |       |

Wireframe: Step 3- Confirmation, Extra Small View

MAKE A PAYMENT ⓘ

Thanks for Your Payment, Steve

Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa justo sit amet risus.

[Make Another Payment >](#)

✓

CONFIRMATION NUMBER  
K10XM9840001374

PAYMENT SOURCE

Bank of America  
Checking  
Account Ending in 7284

PAYMENT AMOUNT

\$25.00

PAYMENT DATE

JUL 24, 2013

PAYMENT TO

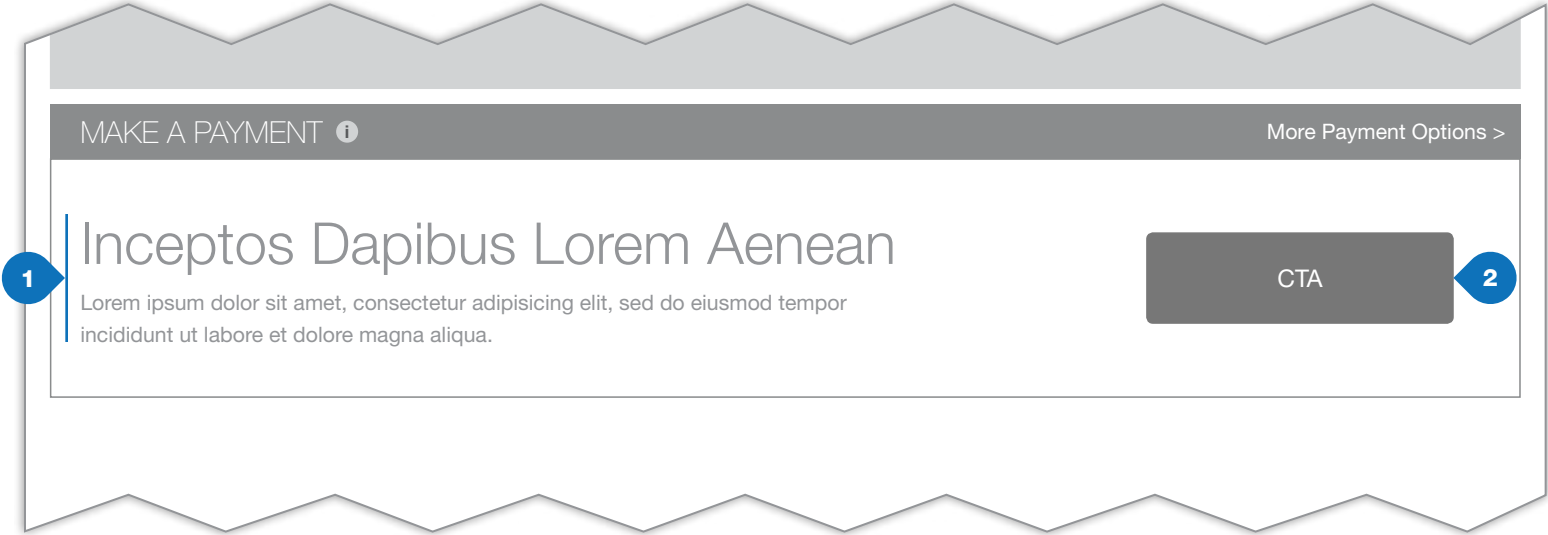
[Partner Provided  
Card Name]  
Account Ending in 1234

Page Notes

Module Type: Transactional Module

The Payment Confirmation content and interactions are consistent across all breakpoints. The content stacks on Small and Extra Small breakpoints.

Wireframe: Takeover Messages, Large View



Page Notes

Module Type: Transactional Module

When the user cannot make a payment a conditional message takes over the module. Content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.

Interaction Notes

| Key | Element                    | Action                                                                    | Notes                                                                              |
|-----|----------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 1   | Takeover Message           | None                                                                      | Utilized in situations like Canceled payment, Maximum Number of Payments Made, etc |
| 2   | Conditional Call to Action | onClick dismisses the notification and displays the Make a Payment module | Conditional content                                                                |

| FUSION: ONE-TIME MAKE A PAYMENT MODULE |   |   |                       |                                                                    |                                                                        |                               |                                                         |                |                          |        |                                                                                       |
|----------------------------------------|---|---|-----------------------|--------------------------------------------------------------------|------------------------------------------------------------------------|-------------------------------|---------------------------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------|
| D                                      | T | M | ELEMENT               | COPY                                                               | COPY (SPANISH)                                                         | ADA                           | ADA (SPANISH)                                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                 |
|                                        |   |   | Button                | Make a Payment                                                     | Efectuar un Pago                                                       |                               |                                                         |                |                          |        | Mobile collapsed state                                                                |
|                                        |   |   | Heading               | MAKE A PAYMENT                                                     | EFFECTUAR UN PAGO                                                      |                               |                                                         |                |                          |        |                                                                                       |
|                                        |   |   | Tooltip Icon          | [Tooltip Icon]                                                     | [Tooltip Icon]                                                         | Open Make a Payment tool tip. | Abrir la sugerencia de la herramienta Efectuar un Pago. |                |                          |        | Displays Legal Disclaimer (see Make a Payment Module: Legal Disclaimer below)         |
|                                        |   |   | Text                  |                                                                    |                                                                        | Close this tool tip.          | Cerrar la sugerencia de la herramienta.                 |                |                          |        |                                                                                       |
|                                        |   |   | Link                  | More Payment Options >                                             | Más opciones de pago >                                                 |                               |                                                         |                |                          |        | Appears at the top of the module on M, L, and XL breakpoints; below Next button on XS |
|                                        |   |   | Dropdown Label        | PAYMENT SOURCE [Default Selection=Default Payment Source]          | FUENTE DE PAGO [Default Selection=Default Payment Source]              |                               |                                                         |                |                          |        | Up to five payment sources can be displayed.                                          |
|                                        |   |   | Dropdown Radio Button | [Nickname or Default] Account Ending in [Last 4 Digits of Account] | [Nickname or Default] Cuenta que termina en [Last 4 Digits of Account] |                               |                                                         |                |                          |        | First dropdown option is preselected.                                                 |
|                                        |   |   | Dropdown Radio Button | [Nickname or Default] Account Ending in [Last 4 Digits of Account] | [Nickname or Default] Cuenta que termina en [Last 4 Digits of Account] |                               |                                                         |                |                          |        |                                                                                       |
|                                        |   |   | Dropdown Radio Button | [Nickname or Default] Account Ending in [Last 4 Digits of Account] | [Nickname or Default] Cuenta que termina en [Last 4 Digits of Account] |                               |                                                         |                |                          |        |                                                                                       |
|                                        |   |   | Dropdown Radio Button | [Nickname or Default] Account Ending in [Last 4 Digits of Account] | [Nickname or Default] Cuenta que termina en [Last 4 Digits of Account] |                               |                                                         |                |                          |        |                                                                                       |
|                                        |   |   | Dropdown Radio Button | [Nickname or Default] Account Ending in [Last 4 Digits of Account] | [Nickname or Default] Cuenta que termina en [Last 4 Digits of Account] |                               |                                                         |                |                          |        |                                                                                       |
|                                        |   |   | Text                  | Unavailable for Payment                                            | No Disponible para Pagos                                               |                               |                                                         |                |                          |        | Conditional: The source of payment is not valid                                       |
|                                        |   |   | Dropdown Label        | PAYMENT AMOUNT [Default Selection=\$XXX,XXX.XX]                    | MONTO DEL PAGO [Default Selection=\$XXX,XXX.XX]                        |                               |                                                         |                |                          |        |                                                                                       |
|                                        |   |   | Dropdown Radio Button | [\$XXX,XXX.XX] Minimum Payment Due                                 | [\$XXX,XXX.XX] Pago Mínimo Adeudado                                    |                               |                                                         |                |                          |        |                                                                                       |

|  |  |  |                                            |                                          |                                                        |                                                          |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |
|--|--|--|--------------------------------------------|------------------------------------------|--------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Dropdown<br>Radio<br>Button                | [\$XXX,XXX.XX]<br>Last Statement Balance | [\$XXX,XXX.XX]<br>Saldo del Último Estado de<br>Cuenta |                                                          |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |
|  |  |  | Dropdown<br>Radio<br>Button                | [\$XXX,XXX.XX]<br>Current Balance        | [\$XXX,XXX.XX]<br>Saldo Actual                         |                                                          |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |
|  |  |  | Dropdown<br>Radio<br>Button                | Other Amount                             | Otro Monto                                             |                                                          |                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |
|  |  |  | Numeric<br>Field                           | [\$]                                     | [\$]                                                   | Field accepts<br>numbers and a<br>decimal point<br>only. |                                                              | Client side field error, blank<br>field:<br>Please enter a valid Payment<br>Amount using only numbers<br>and a decimal point.                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Error del lado del cliente, campo<br>en blanco:<br>Ingresa un Monto de Pago<br>válido usando solamente<br>números y un punto decimal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |
|  |  |  | \$ Other<br>Amount<br>Errors,<br>Continued |                                          |                                                        |                                                          |                                                              | Client side field errors:<br>• Payment amount cannot be<br>negative 9047<br>FX Service Message: Error<br>9044<br>• Maximum amount for<br>payment exceeded IFX error<br>message<br>• Payment amount is > than<br>current balance.<br>IFX Service Message:<br>Error 9042:<br><br>Your payment amount<br>must be at least [Partner<br>Minimum], but no more than<br>the Current Balance.<br><br>When minimum payment<br>due is less than the partner<br>minimum amount.<br>Your payment amount<br>must be at least [Minimum<br>Payment Due], but no more<br>than the Current Balance. | Errores de campo del lado del<br>cliente:<br>• El monto del pago no puede<br>ser negative 9047<br>Mensaje de Servicio FX: Error<br>9044<br>• Se ha superado el monto<br>máximo para pago mensaje de<br>error IFX<br>• El monto del pago es > al<br>saldo actual.<br>Mensaje de Servicio IFX:<br>Error 9042:<br><br>El monto del pago debe ser<br>al menos [Partner Minimum],<br>pero no superior al Saldo<br>Actual.<br><br>When minimum payment due is<br>less than the partner minimum<br>amount.<br>El monto del pago debe ser<br>al menos [Minimum Payment<br>Due], pero no superior al Saldo<br>Actual |  |  |
|  |  |  | Tooltip Icon                               | [Tooltip Icon]                           | [Tooltip Icon]                                         | Open Current<br>Balance tool tip.                        | Abrir la<br>sugerencia de la<br>herramienta Saldo<br>Actual. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |



|  |  |  |                |                                                                                                                                                        |                                                                                                                                                                 |                                                                                     |                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                                                                                          |
|--|--|--|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Tooltip Text   | The Current Balance is updated each evening and may not reflect all transactions (payments, purchases, and adjustments) you have made on your account. | El saldo actual se actualiza todas las noches, y es posible que no refleje todas las transacciones (pagos, compras y ajustes) que hayas realizado en tu cuenta. |                                                                                     |                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                                                                                          |
|  |  |  | Button         | Apply                                                                                                                                                  | Aplicar                                                                                                                                                         |                                                                                     |                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                                                                                          |
|  |  |  | Dropdown Label | PAYMENT DATE<br><br>CIL Code: CIL_5066 [MM/DD/YYYY=Current Date]                                                                                       | FECHA DE PAGO [MM/DD/YYYY=Current Date]                                                                                                                         |                                                                                     |                                                                                                                                       | Server-side Error [Module Level]:<br>Only two online payments allowed per day for the given card number.<br><br>(CIL Needed):<br>You can only make two payments per day, and you’ve already scheduled two payments for the date selected. Please pick another date.<br><br>User must schedule a payment on or before their due date when in COPS status<br>(IFX error 9093):<br>Your payment must be made on or before your current due date, [user due date]. Please pick another date. | Error por parte del servidor [Module Level]:<br>Solo se permiten dos pagos en línea por día para el número de tarjeta suministrado.<br><br>(CIL Needed):<br>Solo puedes efectuar dos pagos por día, y ya has programado dos pagos para la fecha seleccionada. Elige otra fecha.<br><br>User must schedule a payment on or before their due date when in COPS status<br>(IFX error 9093):<br>Tu pago debe efectuarse en o antes de tu fecha de vencimiento actual, [user due date]. Elige otra fecha. |  | Error 9040 displays after “Make a Payment” button is clicked if the user has already scheduled a payment for the current date.<br><br>Error 9093 displays after “Make a Payment” button is clicked if the user is in COPS status and is attempting to schedule a payment after their due date.<br><br>CIL Code: CIL_5066 |
|  |  |  | Numeric Field  | PAYMENT DATE [MM/DD/YYYY]                                                                                                                              | FECHA DE PAGO [MM/DD/YYYY]                                                                                                                                      | Date format must be two-digit month, slash, two-digit date, slash, four-digit year. | El formato de la fecha debe tener dos dígitos del mes, barra oblicua, dos dígitos de la fecha, barra oblicua, cuatro dígitos del año. | User leaves field blank or enters invalid date:<br>Please enter a valid date in MM/DD/YYYY format.<br><br>User enters date prior to current date:<br>Please enter a date on or after today.<br><br>User enters date after available date:<br>Please enter a date within [Partner Maximum Payment Window] from today.                                                                                                                                                                     | El usuario deja el campo en blanco o ingresa una fecha no válida:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.<br><br>El usuario ingresa una fecha anterior a la fecha actual:<br>Ingresa una fecha que sea la de hoy o posterior.<br><br>El usuario ingresa una fecha posterior a las disponibles: (Translation needed).                                                                                                                                                           |  | Activated on Tab                                                                                                                                                                                                                                                                                                         |

|                                                   |   |   |                 |                                                                                                                                                                                                  |                                                                                  |                               |                                                         |                                                                                                                                                              |                                                                                                                                                                                         |        |                                                                                                                                        |
|---------------------------------------------------|---|---|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-------------------------------|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------|
|                                                   |   |   | Text            | You can schedule or make up to five online payments per credit card account, but only two payments per day. To avoid a late fee, schedule your Payment Date no later than your Payment Due Date. | (Translation needed.)                                                            |                               |                                                         |                                                                                                                                                              |                                                                                                                                                                                         |        | Content is displayed in the calendar drawer.                                                                                           |
|                                                   |   |   | Calendar Picker |                                                                                                                                                                                                  |                                                                                  |                               |                                                         |                                                                                                                                                              |                                                                                                                                                                                         |        |                                                                                                                                        |
|                                                   |   |   | Button          | Submit Payment                                                                                                                                                                                   | Enviar Pago                                                                      |                               |                                                         | Server side module error:<br>Failure Conditions:<br>Processing Error<br>System Error:<br>We encountered a problem processing your request. Please try again. | Error de módulo del lado del servidor: Condiciones de Falla:<br>Error de Procesamiento<br>Error del Sistema:<br>Hemos tenido un problema al procesar tu solicitud. Vuelve a intentarlo. |        | Element is the updated label for the previously named                                                                                  |
|                                                   |   |   | Button          | Next                                                                                                                                                                                             | Siguiente                                                                        |                               |                                                         |                                                                                                                                                              |                                                                                                                                                                                         |        | Mobile “Make a Payment” call to action.                                                                                                |
| MAKE A PAYMENT MODULE: VERIFY AND AUTHORIZE STATE |   |   |                 |                                                                                                                                                                                                  |                                                                                  |                               |                                                         |                                                                                                                                                              |                                                                                                                                                                                         |        |                                                                                                                                        |
| D                                                 | T | M | ELEMENT         | COPY                                                                                                                                                                                             | COPY (SPANISH)                                                                   | ADA                           | ADA (SPANISH)                                           | ERROR MESSAGES                                                                                                                                               | ERROR MESSAGES (SPANISH)                                                                                                                                                                | CMS ID | NOTES                                                                                                                                  |
|                                                   |   |   | Heading         | MAKE A PAYMENT                                                                                                                                                                                   | EFFECTUAR UN PAGO                                                                |                               |                                                         |                                                                                                                                                              |                                                                                                                                                                                         |        |                                                                                                                                        |
|                                                   |   |   | Tooltip Icon    | [Tooltip Icon]                                                                                                                                                                                   | [Tooltip Icon]                                                                   | Open Make a Payment tool tip. | Abrir la sugerencia de la herramienta Efectuar un Pago. |                                                                                                                                                              |                                                                                                                                                                                         |        | Displays Legal Disclaimer                                                                                                              |
|                                                   |   |   | Heading         | Authorize Your Payment Below                                                                                                                                                                     | Autorizar el Pago a Continuación                                                 |                               |                                                         |                                                                                                                                                              |                                                                                                                                                                                         |        |                                                                                                                                        |
|                                                   |   |   | Text            | Note: The date you selected is after your payment due date.                                                                                                                                      | Nota: La fecha que seleccionaste es posterior a la fecha de vencimiento de pago. |                               |                                                         |                                                                                                                                                              |                                                                                                                                                                                         |        | Conditional: The scheduled payment date is after the due date of minimum payment and no other scheduled payments. IFX Error code -8002 |
|                                                   |   |   | Text            | The amount you entered is less than the minimum payment due.                                                                                                                                     | El monto que ingresaste es inferior al pago mínimo adeudado.                     |                               |                                                         |                                                                                                                                                              |                                                                                                                                                                                         |        | Warning Message (Conditional Text), User pays less than the minimum due — 8001                                                         |



|  |  |  |              |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                      |                     |  |  |  |  |                                                    |
|--|--|--|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------|--|--|--|--|----------------------------------------------------|
|  |  |  | Text         | Note: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. Please see your statement for details. This warning message is part of the CARD Act of 2009 and the revised Truth in Lending Act, and is intended to make customers more aware of the time it will take to pay off balances when paying only the minimum payment due. | Nota: Si sólo efectúas el pago mínimo en cada período, pagarás más intereses y te llevará más tiempo liquidar tu saldo. Consulta tu estado de cuenta para obtener más detalles. Este mensaje de advertencia forma parte de la Ley de TARJETAS “CARD Act” del año 2009 y la revisión de la Ley de Veracidad en los Préstamos “Truth in Lending Act”, y está destinado a lograr que los clientes estén más informados con respecto a cuánto tiempo les tomará liquidar sus saldos al efectuar solamente el pago mínimo adeudado. |                      |                     |  |  |  |  | Condntional: User has selected Minimum Payment Due |
|  |  |  | Table Header | PAYMENT SOURCE                                                                                                                                                                                                                                                                                                                                                                                                   | FUENTE DE PAGO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                      |                     |  |  |  |  |                                                    |
|  |  |  | Dynamic Data | [Nickname or Default] Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                                                                                   | [Nickname or Default] Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                      |                     |  |  |  |  |                                                    |
|  |  |  | Table Header | PAYMENT AMOUNT                                                                                                                                                                                                                                                                                                                                                                                                   | MONTO DEL PAGO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                      |                     |  |  |  |  |                                                    |
|  |  |  | Dynamic Data | [Payment Amount]                                                                                                                                                                                                                                                                                                                                                                                                 | [Payment Amount]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                      |                     |  |  |  |  |                                                    |
|  |  |  | Table Header | PAYMENT DATE                                                                                                                                                                                                                                                                                                                                                                                                     | FECHA DE PAGO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                      |                     |  |  |  |  |                                                    |
|  |  |  | Dynamic Data | [MM/DD/YYYY]                                                                                                                                                                                                                                                                                                                                                                                                     | [MM/DD/YYYY]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                      |                     |  |  |  |  |                                                    |
|  |  |  | Table Header | PAYMENT TO                                                                                                                                                                                                                                                                                                                                                                                                       | PAGO A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                      |                     |  |  |  |  |                                                    |
|  |  |  | Dynamic Data | [Standard Product Name] Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                                                                                 | [Standard Product Name] Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                      |                     |  |  |  |  |                                                    |
|  |  |  | Button       | Edit                                                                                                                                                                                                                                                                                                                                                                                                             | Editar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Edit this payment.   | Editar este pago.   |  |  |  |  |                                                    |
|  |  |  | Button       | Cancel                                                                                                                                                                                                                                                                                                                                                                                                           | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Cancel this payment. | Cancelar este pago. |  |  |  |  |                                                    |
|  |  |  | Text         | Payment Authorization                                                                                                                                                                                                                                                                                                                                                                                            | Autorización del Pago                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                      |                     |  |  |  |  |                                                    |

|                                           |   |   |                 |                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                             |                                         |                                                                       |                |                          |        |                                                                               |
|-------------------------------------------|---|---|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------|
|                                           |   |   | Legal Text      | I authorize Citibank, N.A. to initiate, and my financial institution to honor an electronic payment in the amount specified above from my bank account on record. This authority pertains to the [Partner Name] account noted above. Verify your information carefully. Once authorized, payments requested for the same day cannot be edited or canceled. | Autorizo a Citibank N.A. a iniciar y a mi institución financiera a aceptar un pago electrónico por el monto especificado con anterioridad de mi cuenta bancaria registrada. Esta autorización se relaciona con la cuenta de [Partner Name] indicada con anterioridad. Verifique su información con atención. Una vez autorizados, los pagos solicitados para el mismo día no podrán editarse ni cancelarse. |                                         |                                                                       |                |                          |        |                                                                               |
| 4                                         |   |   | Button          | Authorize                                                                                                                                                                                                                                                                                                                                                  | Autorizar                                                                                                                                                                                                                                                                                                                                                                                                   | Authorize this payment.                 | Autorizar este pago                                                   |                |                          |        |                                                                               |
| MAKE A PAYMENT MODULE: CONFIRMATION STATE |   |   |                 |                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                             |                                         |                                                                       |                |                          |        |                                                                               |
| D                                         | T | M | ELEMENT         | COPY                                                                                                                                                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                              | ADA                                     | ADA (SPANISH)                                                         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                         |
|                                           |   |   | Heading         | Thanks for Your Payment, [FirstName]                                                                                                                                                                                                                                                                                                                       | Gracias por tu pago, [FirstName]                                                                                                                                                                                                                                                                                                                                                                            |                                         |                                                                       |                |                          |        |                                                                               |
|                                           |   |   | Tooltip Icon    | [Tooltip Icon]                                                                                                                                                                                                                                                                                                                                             | [Tooltip Icon]                                                                                                                                                                                                                                                                                                                                                                                              | Click to open Make a Payment tool tip.  | Haz clic para abrir la sugerencia de la herramienta Efectuar un Pago. |                |                          |        | Displays Legal Disclaimer (see Make a Payment Module: Legal Disclaimer below) |
|                                           |   |   | Checkmark Image |                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                             | Decorative image, no alt text required. | Imagen decorativa, no se requiere texto alt.                          |                |                          |        |                                                                               |
|                                           |   |   | Table Header    | CONFIRMATION NUMBER                                                                                                                                                                                                                                                                                                                                        | NÚMERO DE CONFIRMACIÓN                                                                                                                                                                                                                                                                                                                                                                                      |                                         |                                                                       |                |                          |        |                                                                               |
|                                           |   |   | Dynamic Data    | [XXXXXXXXXXXXXXXXXX]                                                                                                                                                                                                                                                                                                                                       | [XXXXXXXXXXXXXXXXXX]                                                                                                                                                                                                                                                                                                                                                                                        |                                         |                                                                       |                |                          |        |                                                                               |
|                                           |   |   | Text            | Your payment is scheduled. Look for a confirmation email in your inbox very soon.                                                                                                                                                                                                                                                                          | El pago ha sido programado. Pronto recibirás una confirmación en tu buzón de correo electrónico.                                                                                                                                                                                                                                                                                                            |                                         |                                                                       |                |                          |        |                                                                               |
|                                           |   |   | Text            | Your minimum payment due for this statement cycle has been met.                                                                                                                                                                                                                                                                                            | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                       |                                         |                                                                       |                |                          |        | Conditional copy.                                                             |
|                                           |   |   | Link            | <a href="#">Make Another Payment &gt;</a>                                                                                                                                                                                                                                                                                                                  | <a href="#">Efectuar Otro Pago &gt;</a>                                                                                                                                                                                                                                                                                                                                                                     |                                         |                                                                       |                |                          |        |                                                                               |
|                                           |   |   | Table Header    | PAYMENT SOURCE                                                                                                                                                                                                                                                                                                                                             | FUENTE DE PAGO                                                                                                                                                                                                                                                                                                                                                                                              |                                         |                                                                       |                |                          |        |                                                                               |
|                                           |   |   | Dynamic Data    | [Nickname or Default] Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                             | [Nickname or Default] Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                          |                                         |                                                                       |                |                          |        |                                                                               |
|                                           |   |   | Table Header    | PAYMENT AMOUNT                                                                                                                                                                                                                                                                                                                                             | MONTO DEL PAGO                                                                                                                                                                                                                                                                                                                                                                                              |                                         |                                                                       |                |                          |        |                                                                               |

|  |  |  |              |                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |                                                                                  |
|--|--|--|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|----------------------------------------------------------------------------------|
|  |  |  | Dynamic Data | [Payment Amount]                                                                                                                                                                                                                                                                                                                                      | [Payment Amount]                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |                                                                                  |
|  |  |  | Table Header | PAYMENT DATE                                                                                                                                                                                                                                                                                                                                          | FECHA DE PAGO                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |                                                                                  |
|  |  |  | Dynamic Data | [MM/DD/YYYY]                                                                                                                                                                                                                                                                                                                                          | [MM/DD/YYYY]                                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |                                                                                  |
|  |  |  | Table Header | PAYMENT TO                                                                                                                                                                                                                                                                                                                                            | PAGO A                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |                                                                                  |
|  |  |  | Dynamic Data | [Standard Product Name]<br>Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                   | [Standard Product Name]<br>Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                         |  |  |  |  |  |                                                                                  |
|  |  |  | Text         | Note: On the scheduled payment date, if your payment is greater than your current balance and more than the last statement balance, we will lower the payment to an amount equal to the last statement balance. (If that statement balance was zero, the payment will be canceled.) The purpose of this is to avoid a credit balance on your account. | Nota: En la fecha de pago programada, si tu pago es superior a tu saldo actual y al saldo en tu último estado de cuenta, reduciremos el pago a un monto equivalente al saldo del último estado de cuenta. (Si el saldo de ese estado de cuenta fue cero, el pago se cancelará.) El propósito de esta medida es evitar un saldo acreedor o a favor en tu cuenta. |  |  |  |  |  | Conditional: Payment is scheduled for a future date                              |
|  |  |  | Text         | Note: If you make a payment between 5 p.m. ET and midnight ET on your Payment Due Date, you will see a temporary late fee applied to your account. Once your payment posts, this late fee will be removed.                                                                                                                                            | Nota: Si efectúas un pago entre las 5 p.m., Hora del Este, y la medianoche, Hora del Este, de tu Fecha de Vencimiento de Pago, verás aplicado en tu cuenta un cargo por demora temporal. Una vez registrado el pago, se eliminará este cargo por demora.                                                                                                        |  |  |  |  |  | Conditional: Payment between 5 pm ET and midnight, Eastern Time, on the Due Date |

Copy: One-time Make a Payment Module

|                                                                     |   |   |         |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                                                                                                          |
|---------------------------------------------------------------------|---|---|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                     |   |   | Text    | Note: Payments made on a weekend will not be processed until the following Monday. Your payment will be applied as of the day you make it. However, it will not be posted until Monday. Your available credit will be updated and your payment account will be debited once your payment has posted. | Nota: Los pagos efectuados durante el fin de semana no se procesarán hasta el lunes siguiente. Tu pago se aplicará el día en que lo efectúes. Sin embargo, no se registrará hasta el lunes. Tu crédito disponible se actualizará y tu cuenta de pago se debitará una vez que tu pago haya sido registrado. |     |               |                |                          |        | Conditional: Payment made between 5 pm Friday and 12 am Monday ET                                                                                        |
| MAKE A PAYMENT MODULE: CANCELATION STATE                            |   |   |         |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                                                                                                          |
| D                                                                   | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                                                             | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                    |
|                                                                     |   |   | Heading | You Have Canceled Your Payment                                                                                                                                                                                                                                                                       | Has Cancelado el Pago                                                                                                                                                                                                                                                                                      |     |               |                |                          |        |                                                                                                                                                          |
|                                                                     |   |   | Button  | <a href="#">Make a Payment</a>                                                                                                                                                                                                                                                                       | <a href="#">Efectuar un Pago</a>                                                                                                                                                                                                                                                                           |     |               |                |                          |        |                                                                                                                                                          |
| MAKE A PAYMENT MODULE: TAKEOVER MESSAGE, ZERO BALANCE               |   |   |         |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                                                                                                          |
| D                                                                   | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                                                             | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                    |
|                                                                     |   |   | Heading | You Have No Balance                                                                                                                                                                                                                                                                                  | No Tienes Saldo                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                                                                                                          |
|                                                                     |   |   | Text    | There's no need to make a payment right now because you have a zero balance.                                                                                                                                                                                                                         | No es necesario que efectúes un pago ahora porque tienes un saldo cero.                                                                                                                                                                                                                                    |     |               |                |                          |        | Failure Conditions:<br>Current account balance is \$0<br><br>Conditional: The Current Balance can not be zero or negative for CTP<br>IFX error code 9045 |
| MAKE A PAYMENT MODULE: TAKEOVER MESSAGE, MAXIMUM PAYMENTS PER CYCLE |   |   |         |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                                                                                                          |
| D                                                                   | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                                                             | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                    |
|                                                                     |   |   | Heading | You've Reached Your Payment Maximum                                                                                                                                                                                                                                                                  | Has Alcanzado tu Pago Máximo                                                                                                                                                                                                                                                                               |     |               |                |                          |        |                                                                                                                                                          |
|                                                                     |   |   | Text    | You may edit or cancel a payment if you want to make changes.                                                                                                                                                                                                                                        | Puedes editar o cancelar un pago si deseas hacer cambios.                                                                                                                                                                                                                                                  |     | .             |                |                          |        | Takeover displays when user exceeds 5 payments.<br><br>(CIL error code 5074, 5067)<br><br>Link points to Payments page.                                  |

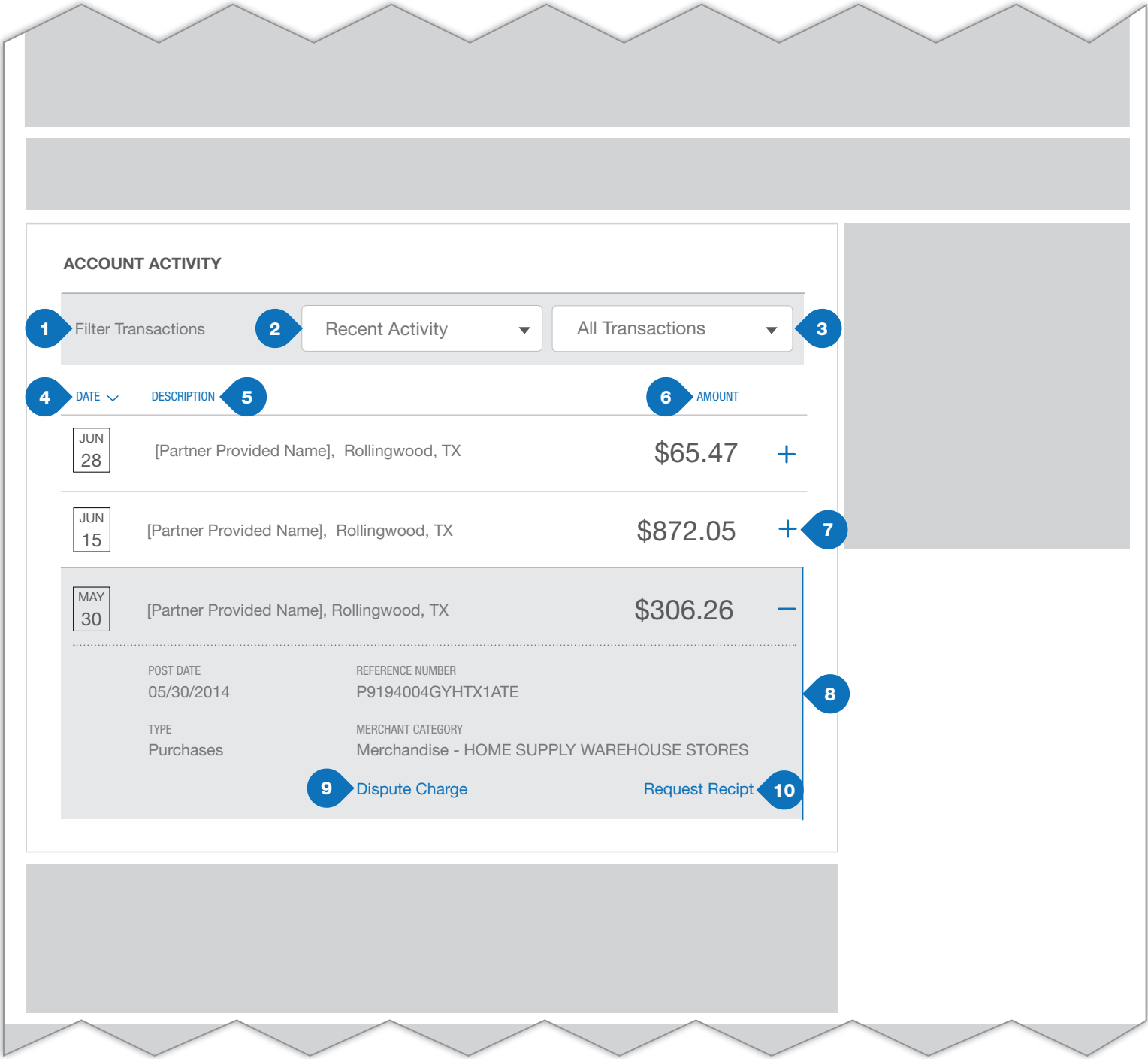
| MAKE A PAYMENT MODULE: TAKEOVER MESSAGE, RETURNED PAYMENTS 30 DAYS INACTIVE PAYMENTS |   |   |            |                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                     |                             |                                         |                |                          |        |                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------|---|---|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                                                                    | T | M | ELEMENT    | COPY                                                                                                                                                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                      | ADA                         | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                               |
|                                                                                      |   |   | Heading    | You Can't Make a Payment at the Moment                                                                                                                                                                                                                                                                                        | No puedes efectuar un pago en este momento                                                                                                                                                                                                                                                                                                                                                                          |                             |                                         |                |                          |        | For users would have had a returned payment (CIL Error Code 5050). Users cannot pay with other active funding sources.                                                                              |
|                                                                                      |   |   | Text       | One of your payments was recently returned. For your protection, you cannot make a payment for the next 30 days.                                                                                                                                                                                                              | Recientemente se devolvió uno de tus pagos. Para tu protección, no puedes efectuar un pago durante los próximos 30 días.                                                                                                                                                                                                                                                                                            |                             |                                         |                |                          |        |                                                                                                                                                                                                     |
| MAKE A PAYMENT MODULE: TAKEOVER MESSAGE, NO PAYMENT SOURCE AVAILABLE                 |   |   |            |                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                     |                             |                                         |                |                          |        |                                                                                                                                                                                                     |
| D                                                                                    | T | M | ELEMENT    | COPY                                                                                                                                                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                      | ADA                         | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                               |
|                                                                                      |   |   | Heading    | Need to Make a Payment?                                                                                                                                                                                                                                                                                                       | ¿Necesitas Efectuar un Pago?                                                                                                                                                                                                                                                                                                                                                                                        |                             |                                         |                |                          |        |                                                                                                                                                                                                     |
|                                                                                      |   |   | Text       | Add a payment source today to make an online payment.                                                                                                                                                                                                                                                                         | Agrega una fuente de pago hoy mismo para realizar un pago en línea.                                                                                                                                                                                                                                                                                                                                                 |                             |                                         |                |                          |        | CIL error code 5051<br><br>Conditional: User has no available Payment Source.                                                                                                                       |
|                                                                                      |   |   | Button     | Make a Payment                                                                                                                                                                                                                                                                                                                | Efectuar un Pago                                                                                                                                                                                                                                                                                                                                                                                                    |                             |                                         |                |                          |        | Links to Add a Payment Source Module                                                                                                                                                                |
| MAKE A PAYMENT MODULE: LEGAL DISCLAIMER                                              |   |   |            |                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                     |                             |                                         |                |                          |        |                                                                                                                                                                                                     |
| D                                                                                    | T | M | ELEMENT    | COPY                                                                                                                                                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                      | ADA                         | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                               |
|                                                                                      |   |   | Heading    | DISCLAIMER                                                                                                                                                                                                                                                                                                                    | DESCARGO DE RESPONSABILIDAD                                                                                                                                                                                                                                                                                                                                                                                         |                             |                                         |                |                          |        |                                                                                                                                                                                                     |
|                                                                                      |   |   | Legal Text | The payment cutoff time for Online Bill or Phone Payments is midnight ET. This means we will credit your account as of the calendar day, based on Eastern Time, that we received your payment request. You can make changes to any payment until 5:00pm ET on the day it is scheduled to post. Review the Terms & Conditions. | La hora de corte para el pago de Facturas en Línea o Pagos Telefónicos es la medianoche, Hora del Este. Esto significa que acreditaremos el pago en su cuenta a partir del día calendario, Hora del Este, en que recibamos su solicitud de pago. Puede realizar cambios en cualquier pago hasta las 5:00 p.m., Hora del Este, del día en que está programado para registrarse. Consulte los Términos y Condiciones. | Link opens in a new window. | El enlace se abre en una ventana nueva. |                |                          |        | Terms & Conditions links to https://www.citibank.com/us/cards/disclaim.htm<br>Terms & Conditions Spanish URL: https://online.citibank.com/US/JRS/portal/template.do?locale=es_US&ID=TermsDisclaimer |

Fusion 7 White Label Standard

# Account Activity Module



Wireframe: Account Activity Module, Large View



Page Notes

Module Type: Informational Module

This is the Account Activity Module on the Credit Home and Statements Landing Pages and Index pages. Content and interactions are consistent across all breakpoints. Module is not displayed if account is in legal, fraud, bankrupt, or charged off status. If the module fails to load, displays Module Failure.

Note this Module will now be displayed on Statements Landing Page as well. Content and interactions are consistent across all breakpoints. This module is not displayed if the account status has legal, bankrupt or fraud status.

Interaction Notes

| Key | Element                      | Action                                                                                                                              | Notes                                                                                                                                                                                                                       |
|-----|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Filter Transactions Label    | None                                                                                                                                | See Copy for details.                                                                                                                                                                                                       |
| 2   | Transaction by Date Dropdown | onClick displays dropdown, user makes selection, dropdown closes automatically and module refreshes to display selected information | Options displayed are up to six months of past available statements<br>"Recent Activity" is selected by default<br>The dropdown is disabled while the system is processing the request                                      |
| 3   | Transaction Type Dropdown    | onClick displays dropdown, filter is applied to transactions for the time period currently displayed                                | "All Transactions" is selected by default<br>The dropdown is disabled while the system is processing the request                                                                                                            |
| 4   | Date Link                    | onClick sorts transactions in order from oldest to newest                                                                           | By default, all transactions are sorted by purchase date in ascending order from newest to oldest                                                                                                                           |
| 5   | Description Link             | onClick sorts transactions in ascending alphabetical order, from A to Z                                                             | On second interaction, transactions are sorted in descending alphabetical order from Z to A                                                                                                                                 |
| 6   | Amount Link                  | onClick sorts transactions in descending order, amount from greatest to least                                                       | On second interaction, transactions are sorted in ascending order from least to greatest                                                                                                                                    |
| 7   | "+/-" Link                   | onClick expands and collapses the details of each transaction                                                                       | Only one drawer can be open at a time                                                                                                                                                                                       |
| 8   | Transactions Detail Content  | None                                                                                                                                | Pre-populates this information in the Select Reason view of the Dispute a Charge Module.<br>See Wireframe: Dispute Charge Module - Select Reason, Large View                                                                |
| 9   | Dispute Charge Link          | onClick displays Select Reason view of the Dispute a Charge Module                                                                  | Conditional content. Displays link only for purchase and adjustment type transactions. User may not dispute credits, debits, fees, or interest charged.<br>See Wireframe: Dispute Charge Module - Select Reason, Large View |
| 10  | Request Receipt Link         | onClick submits a request to have a receipt sent to the user.                                                                       | Displays appropriate page level notification upon success or failure.                                                                                                                                                       |

## Wireframes: Account Activity Module, Extra Small View

ACCOUNT ACTIVITY

Filter Transactions

Recent Activity

All Transactions

DATE

JUN 28

[Partner Provided Name],  
Rollingwood

\$65.47

+

JUN 15

[Partner Provided Name],  
Rollingwood

\$872.05

+

MAY 30

[Partner Provided Name],  
Rollingwood

\$306.26

-

TYPE

Purchases

POST DATE

05/30/2014

MERCHANT CATEGORY

Merchandise - HOME SUPPLY  
WAREHOUSE STORES

REFERENCE NUMBER

P9194004GYHTX1ATE

Dispute Charge

### Page Notes

Module Type: Transactional Module

This is the Account Activity Module on the Credit Home and Statements Landing Pages and Index pages. Content and interactions are consistent across all breakpoints. Module is not displayed if account is in legal, fraud, bankrupt, or charged off status. If the module fails to load, displays Module Failure.



| FUSION: ACCOUNT ACTIVITY MODULE |   |   |                      |                              |                           |                             |                                          |                |                          |        |                                                    |
|---------------------------------|---|---|----------------------|------------------------------|---------------------------|-----------------------------|------------------------------------------|----------------|--------------------------|--------|----------------------------------------------------|
| D                               | T | M | ELEMENT              | COPY                         | COPY (SPANISH)            | ADA                         | ADA (SPANISH)                            | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                              |
|                                 |   |   | Heading              | ACCOUNT ACTIVITY             | ACTIVIDAD DE LA CUENTA    |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Text                 | Filter Transactions          | Mostrar Transacciones     |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Dropdown Option      | Recent Activity              | Actividad Reciente        | Show Transactions by Date   | Mostrar Transacciones por Fecha          |                |                          |        |                                                    |
|                                 |   |   | Dropdown Option      | MMM DD, YYYY                 | MMM DD, YYYY              |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Dropdown Option      | MMM DD, YYYY                 | MMM DD, YYYY              |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Visually Hidden Text |                              |                           | A credit of                 | Un crédito de                            |                |                          |        |                                                    |
|                                 |   |   | Visually Hidden Text |                              |                           | A debit of                  | Un débito de                             |                |                          |        |                                                    |
|                                 |   |   | Dropdown Option      | All Transactions             | Todas las Transacciones   | Filter by Transaction Type  | Filtrar por Tipo de Transacción          |                |                          |        |                                                    |
|                                 |   |   | Dropdown Option      | Payments/Adjustments/Credits | Pagos/Ajustes/Créditos    |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Dropdown Option      | Purchases                    | Compras                   |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Dropdown Option      | Fees                         | Cargos                    |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Dropdown Option      | Interest Charged             | Intereses Cobrados        |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Table Header         | DATE                         | FECHA                     |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Dynamic Data         | [Date Icon]                  | [Date Icon]               |                             |                                          |                |                          |        | Once for each transaction.                         |
|                                 |   |   | Table Header         | DESCRIPTION                  | DESCRIPCIÓN               |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Dynamic Data         | [Transaction Description]    | [Transaction Description] |                             |                                          |                |                          |        | Once for each transaction.                         |
|                                 |   |   | Table Header         | AMOUNT                       | MONTO                     |                             |                                          |                |                          |        |                                                    |
|                                 |   |   | Table Header         |                              |                           | Details                     | Detalles                                 |                |                          |        | Visually hidden table header for non-sighted users |
|                                 |   |   | Dynamic Data         | [\$XXX,XXX.XX]               | [\$XXX,XXX.XX]            |                             |                                          |                |                          |        | Once for each transaction.                         |
|                                 |   |   | Link                 | [Expand Icon]                | [Expand Icon]             | Access transaction details. | Acceder a detalles de las transacciones. |                |                          |        | Control to expand to detailed view of transaction  |

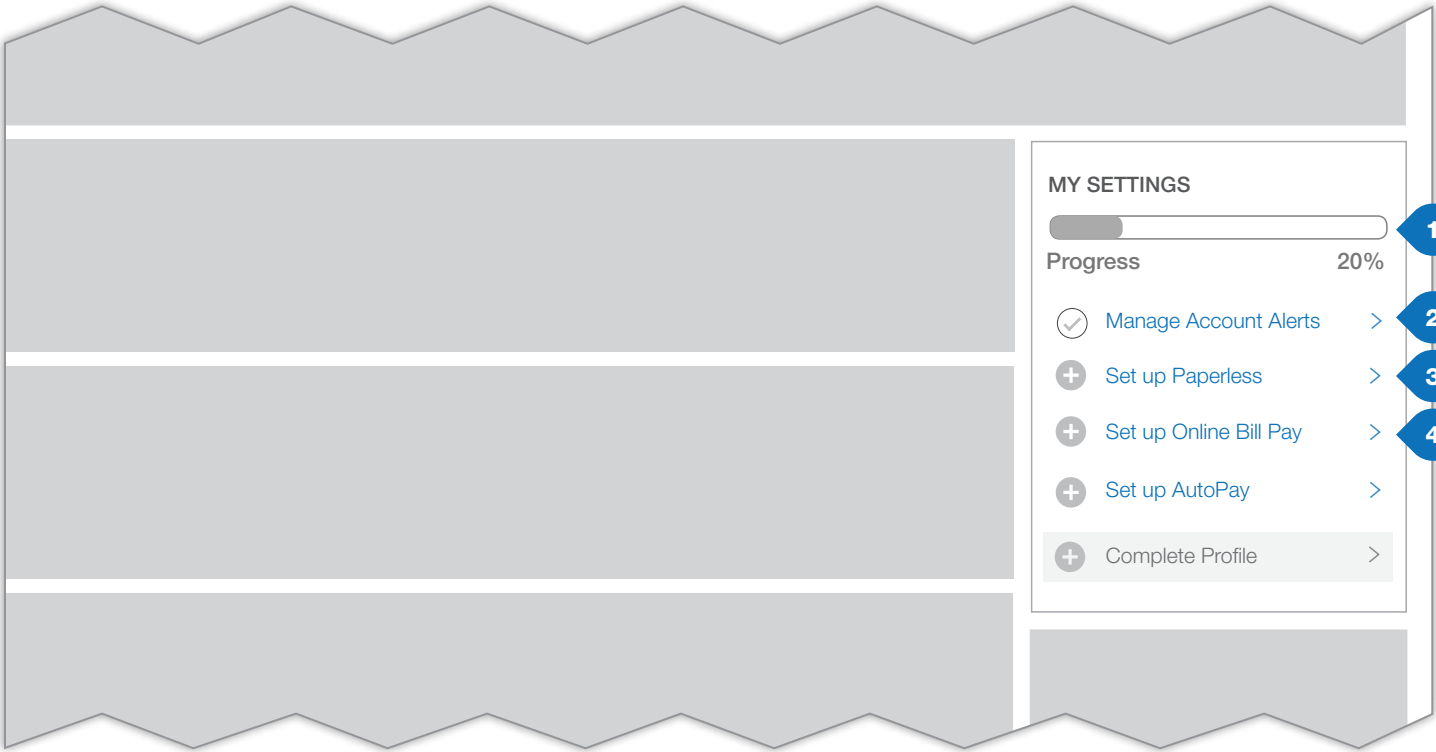
|                                             |   |   |              |                                                                 |                                                                         |                           |                                        |                |                          |        |                                                                                  |
|---------------------------------------------|---|---|--------------|-----------------------------------------------------------------|-------------------------------------------------------------------------|---------------------------|----------------------------------------|----------------|--------------------------|--------|----------------------------------------------------------------------------------|
|                                             |   |   | Link         | [Collapse Icon]                                                 | [Collapse Icon]                                                         | Hide transaction details. | Ocultar detalles de las transacciones. |                |                          |        | Control to collapse to summary view of transaction                               |
|                                             |   |   | Text         | There are no transactions that match the criteria you selected. | No existen transacciones que coincidan con los criterios seleccionados. |                           |                                        |                |                          |        | Displays when user chooses to sort by a type in which they have no transactions. |
|                                             |   |   | Link         | View More Transactions                                          | Ver Más Transacciones                                                   | Access more transactions. | Acceda a más transacciones.            |                |                          |        |                                                                                  |
| ACCOUNT ACTIVITY: PAYMENT DETAILED VIEW     |   |   |              |                                                                 |                                                                         |                           |                                        |                |                          |        |                                                                                  |
| D                                           | T | M | ELEMENT      | COPY                                                            | COPY (SPANISH)                                                          | ADA                       | ADA (SPANISH)                          | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                            |
|                                             |   |   | Text         | TYPE                                                            | TIPO                                                                    |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Dynamic Data | [Source IFX TrnTypeSource Data]                                 | Source IFX TrnTypeSource Data                                           |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Text         | POST DATE                                                       | FECHA DE REGISTRO                                                       |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Dynamic Data | [MM/DD/YYYY]                                                    | [MM/DD/YYYY]                                                            |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Text         | REFERENCE NUMBER                                                | NÚMERO DE REFERENCIA                                                    |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Dynamic Data | [Display Reference Number]                                      | [Display Reference Number]                                              |                           |                                        |                |                          |        | Conditional: N/A for AutoPay                                                     |
| ACCOUNT ACTIVITY: TRANSACTION DETAILED VIEW |   |   |              |                                                                 |                                                                         |                           |                                        |                |                          |        |                                                                                  |
| D                                           | T | M | ELEMENT      | COPY                                                            | COPY (SPANISH)                                                          | ADA                       | ADA (SPANISH)                          | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                            |
|                                             |   |   | Text         | TYPE                                                            | TIPO                                                                    |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Dynamic Data | [Source IFX TrnTypeSource Data]                                 | [Source IFX TrnTypeSource Data]                                         |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Text         | POST DATE                                                       | FECHA DE REGISTRO                                                       |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Dynamic Data | [MM/DD/YYYY]                                                    | [MM/DD/YYYY]                                                            |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Text         | MERCHANT CATEGORY                                               | CATEGORÍA DE COMERCIANTE                                                |                           |                                        |                |                          |        | Displays only for purchases.                                                     |
|                                             |   |   | Dynamic Data | [Display Merchant Category]                                     | [Display Merchant Category]                                             |                           |                                        |                |                          |        | Display N/A if no Merchant Category value is returned.                           |
|                                             |   |   | Text         | REFERENCE NUMBER                                                | NÚMERO DE REFERENCIA                                                    |                           |                                        |                |                          |        |                                                                                  |
|                                             |   |   | Dynamic Data | [Display Reference Number]                                      | [Display Reference Number]                                              |                           |                                        |                |                          |        | Conditional: N/A for AutoPay                                                     |

|                                                            |   |   |         |                                                |                                                   |     |               |                |                          |        |                                                                                        |
|------------------------------------------------------------|---|---|---------|------------------------------------------------|---------------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------------------------------------------------------|
|                                                            |   |   | Link    | <a href="#">Dispute Charge</a>                 | <a href="#">Disputar cargo</a>                    |     |               |                |                          |        | Conditional: Appears in transaction details for purchase/adjustment transactions only. |
|                                                            |   |   | Link    | <a href="#">Request Receipt</a>                | <a href="#">Solicitar recibo</a>                  |     |               |                |                          |        |                                                                                        |
| ACCOUNT ACTIVITY MODULE: NO TRANSACTIONS AVAILABLE TO VIEW |   |   |         |                                                |                                                   |     |               |                |                          |        |                                                                                        |
| D                                                          | T | M | ELEMENT | COPY                                           | COPY (SPANISH)                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                  |
|                                                            |   |   | Text    | You have no transactions to view at this time. | No tienes transacciones para ver en este momento. |     |               |                |                          |        | Applies to Condition 610                                                               |

Fusion 7 White Label Standard

# Settings Summary Module

## Wireframe: Settings Summary Module, Large View



Large View, Credit Home & Profile Landing Page

### Page Notes

Credit Module Type: Informational

This is the Settings Summary module. Items/links are hidden based on user’s eligibility. Progress bar values range from minimum of 0% to maximum 100%. Each link/task has a value of 20%. Progress bar increases and decreases in increments of 20%. See Notes for qualification rules. If the user cancels/deactivates Alerts, Paperless, Online Bill Pay, or removes email and phone from Profile, deduct 20% for each.

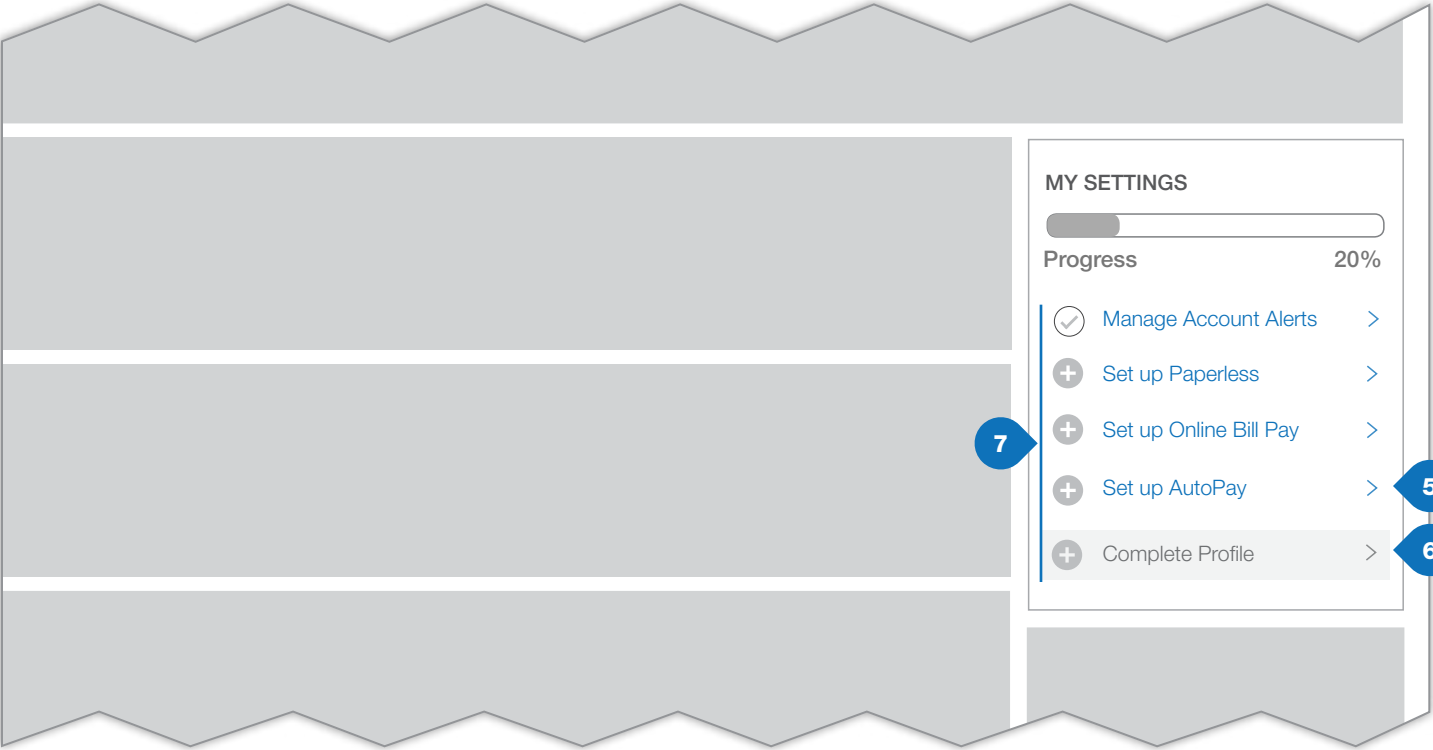
If user has a restriction on any of the links, that link is and the progress bar (and its content) is hidden.

Content and interactions are consistent in Extra Large, Large, Small and Extra Small Views. Module does not appear if the account has legal, lost/stolen, bankrupt, fraud, or charged-off, delinquent, over-limit, delinquent & over-limit, NRI Block non-reissue, and NRI Block-reissue status. If the module fails to load, displays Module Failure.

### Interaction Notes

| Key | Element              | Action                                                                                                                                                                     | Notes                                                                                                                                                                                                                        |
|-----|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Progress Bar         | None                                                                                                                                                                       | Dynamic content. Displays user’s progress based on completed tasks below.<br><br>Conditional content. If one or more of the five functions are inaccessible by the user, hide the Progress Bar.                              |
| 2   | Account Alerts Link  | onClick displays Alerts page                                                                                                                                               | <i>See Wireframe: Alerts Settings, Large View</i><br><br>Conditional content. If the user is on Account Alerts page, show link in the “On” state<br><br>The user must have at least one alert turned on to gain 20% progress |
| 3   | Paperless Link       | onClick displays Edit vv Settings if the user is already enrolled in Paperless<br><br>If the user is not enrolled in Paperless Settings, go to Paperless Enroll            | <i>See Wireframe: Paperless Settings - Edit, Large View</i><br><br><i>See Wireframe: Paperless Enrollment, Large View</i><br><br>User must enroll in letters, statements, or both to gain 20% progress                       |
| 4   | Online Bill Pay Link | onClick displays Manage Payment Sources if the user is already enrolled in Online Bill Pay<br><br>If the user is not enrolled in Online Bill Pay, go to Add Payment Source | <i>See Wireframe: Manage Payment Sources, Large View</i><br><br><i>See Wireframe: Add a Payment Source - Collect Email / Edit Email, Large View</i><br><br>User must add one payment source to gain 20% progress             |

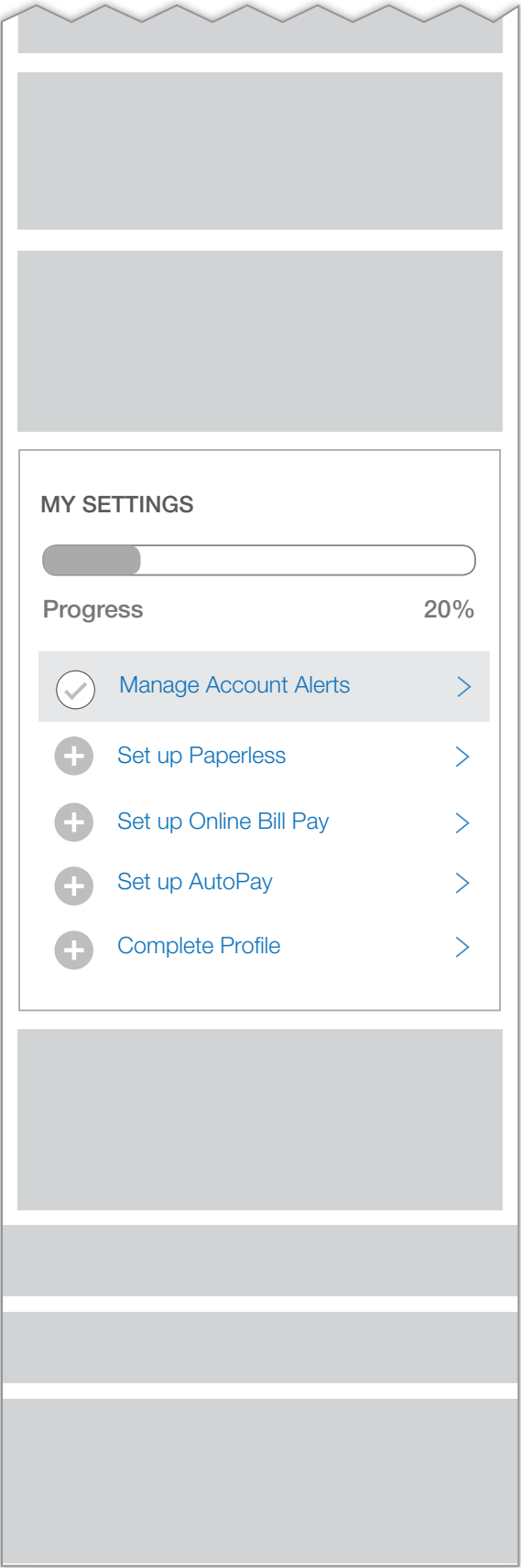
Wireframe: Settings Summary Module - Large View (Continued)



| Interaction Notes |                                   |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                        |
|-------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element                           | Action                                                                                                                                                                                                             | Notes                                                                                                                                                                                                                                  |
| 5                 | AutoPay Link                      | onClick displays Manage AutoPay page if the user is already enrolled in AutoPay<br><br>If the user is not enrolled in AutoPay, go to Enroll in AutoPay                                                             | See Wireframe: Manage AutoPay, Large View<br><br>See Wireframe: Enroll in AutoPay, Large View<br><br>User must enroll in AutoPay to satisfy the requirement to gain 20% progress                                                       |
| 6                 | Completed Profile Link “On” State | If user is currently not on the Profile Page, onClick displays Profile Landing Page whether the user has complete or incomplete profile<br><br>If the user is currently on the Profile Page, the link is disabled. | See Wireframe: Profile Landing Page, Large View<br><br>Conditional content. If the user is on the Profile page, show link in the “On” state<br><br>The user must have an email address and a phone number on file to gain 20% progress |
| 7                 | Checkmark / Plus Icon             | None                                                                                                                                                                                                               | Icon changes from Plus to Checkmark when user successfully completes task.                                                                                                                                                             |



Wireframe: Settings Summary Module - Extra Small View

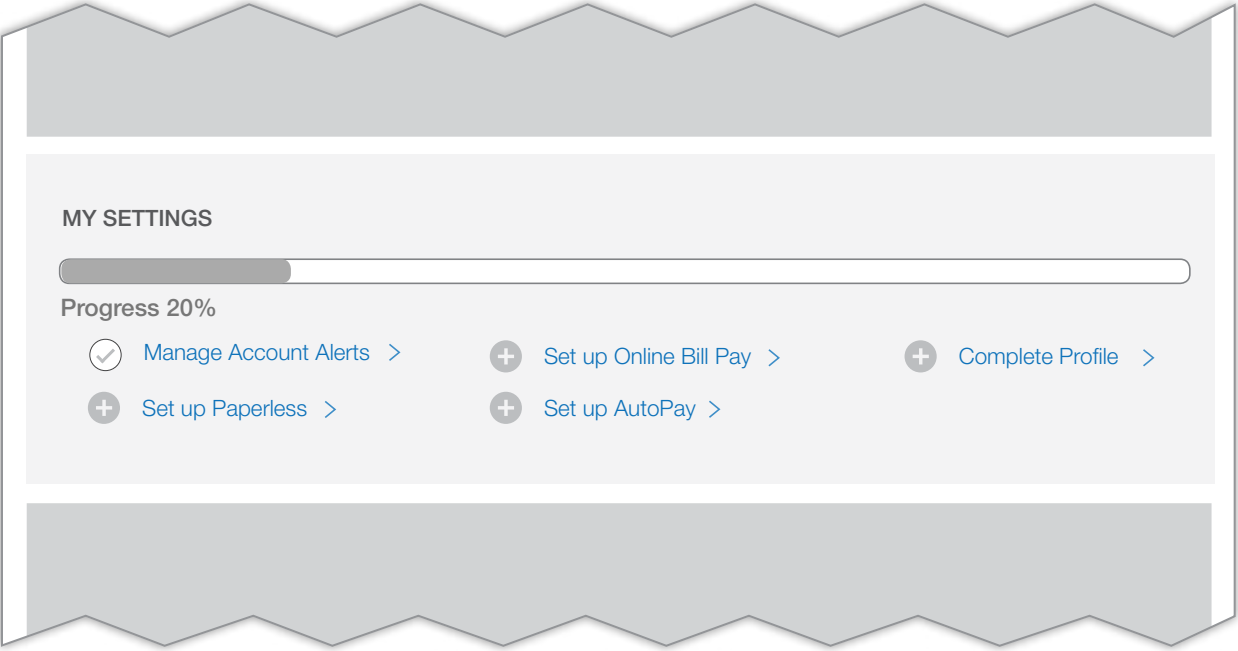


Page Notes

Module Type: Informational Module

This is the Settings Summary Module in the Credit Home & Profile Landing Pages. Content of the module is conditional based on user's account status. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure.

## Wireframe: Settings Summary Module, Medium View



Medium View, Credit Home & Profile Landing Page

### Page Notes

Credit Module Type: Informational

This is the medium view of the Settings Summary module. Progress bar values range from minimum of 0% to maximum 100%. Each link/task has a value of 20%. Progress bar increases and decreases in increments of 20%. If the user cancels/deactivates AutoPay, Alerts, Paperless, Online Bill Pay, or removes email and phone from Profile, deduct 20% for each.

If user has a restriction on any of the links, that link is and the progress bar (and its content) is hidden.

This is the content and interactions for Medium View. Module does not appear if the account has legal, lost/stolen, bankrupt, fraud, or charged-off, delinquent, over-limit, delinquent & over-limit, NRI Block non-reissue, and NRI Block-reissue status. If the module fails to load, displays Module Failure.



| FUSION: SETTINGS SUMMARY MODULE |   |   |              |                                |                                               |     |               |                |                          |        |                                                                                            |
|---------------------------------|---|---|--------------|--------------------------------|-----------------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------------|
| D                               | T | M | ELEMENT      | COPY                           | COPY (SPANISH)                                | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                      |
|                                 |   |   | Heading      | MY SETTINGS                    | MIS CONFIGURACIONES                           |     |               |                |                          |        |                                                                                            |
|                                 |   |   | Text         | Progress                       | Progreso                                      |     |               |                |                          |        |                                                                                            |
|                                 |   |   | Dynamic Text | [0%, 20%, 40%, 60%, 80%, 100%] | [0%, 20%, 40%, 60%, 80%, 100%]                |     |               |                |                          |        | Conditional content that shows the user's progress toward the completion of their profile. |
|                                 |   |   | Link         | Set up Account Alerts          | Configurar mensajes de alerta sobre la cuenta |     |               |                |                          |        | Conditional content that displays when the user has not set up account alerts.             |
|                                 |   |   | Link         | Manage Account Alerts          | Mensajes de Alerta Sobre la Cuenta            |     |               |                |                          |        | Conditional content that displays when the user has set up account alerts.                 |
|                                 |   |   | Link         | Set up Paperless               | Configurar el Programa Paperless              |     |               |                |                          |        | Conditional content that displays when the user has not enrolled in Paperless.             |
|                                 |   |   | Link         | Manage Paperless               | Manejar el Programa Paperless                 |     |               |                |                          |        | Conditional content that displays when the user has set up paperless.                      |
|                                 |   |   | Link         | Set up Online Bill Pay         | Configurar Pago de facturas en línea          |     |               |                |                          |        | Conditional content that displays when the user has not added a payment source.            |
|                                 |   |   | Link         | Manage Payment Sources         | Manejar Fuentes de pago                       |     |               |                |                          |        | Conditional content that displays when the user has added a payment source.                |
|                                 |   |   | Link         | Set up AutoPay                 | Configurar AutoPay                            |     |               |                |                          |        | Conditional content that displays when the user has not set up AutoPay.                    |
|                                 |   |   | Link         | Manage AutoPay                 | Manejar AutoPay                               |     |               |                |                          |        | Conditional content that displays when the user has set up AutoPay.                        |
|                                 |   |   | Link         | Complete Profile               | Perfil completo                               |     |               |                |                          |        | Conditional content that displays when the user is missing certain profile data.           |

Fusion 7 White Label Standard

# Payments Landing Page

Wireframe: Payments Landing Page, Large & Extra Small View

Header

Menu Module

I Want To Module

Page Title

Card Selector

Notifications

Payment Summary Module

Autopay Status Module

Upcoming Payments Module

Payment Sources Module

Payment History Module

FAQ

Contact Us

Language Selector

Footer

Header

Menu Module

Page Title

Card Selector

Notifications

Payment Summary Module

Autopay Status Module

Upcoming Payments Module

Payment History Module

Payment Sources Module

Payment Sources Module

FAQ

Contact Us

Language Selector

Footer

Fusion 7 White Label Standard

# Payments Summary Module

Wireframe: Payment Summary Module - Large View

Payments

MINIMUM PAYMENT DUE

\$25.00

DATE DUE

JUL 30, 2013

CURRENT BALANCE ⓘ

\$705.63

1

Make a Payment

2

Page Notes

Module Type: Informational Module

This is the Payment Summary Module. Content and interactions are consistent across all breakpoints. Make a Payment button does not display if the account has bankrupt, charged-off, legal, lost & stolen or fraud status.

Interaction Notes

| Key | Element               | Action                                                                                                         | Notes                                                                                                        |
|-----|-----------------------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| 1   | Tooltip               | onClick displays the Tooltip                                                                                   |                                                                                                              |
| 2   | Make a Payment Button | onClick displays Make a Payment process page<br>If no payment source on file, go to Add A Payment Source flow. | Hide button when account has lost, stolen, fraud, charged off status or when maximum payments have been made |

Wireframe: Payment Summary Module - Extra Small View

Payments

MINIMUM PAYMENT DUE

\$25.00

DATE DUE

JUL 30, 2013

CURRENT BALANCE 

i

\$705.63

Make a Payment

Page Notes

Module Type: Informational Module

This is the Payment Summary Module. Content and interactions are consistent across all breakpoints. Make a Payment button does not display if the account has bankrupt, charged-off, legal, lost & stolen or fraud status.



| FUSION: PAYMENT SUMMARY MODULE                          |   |   |              |                                                                                                                                                                                |                                                                                                                                                                                             |                                 |                                                            |                |                          |        |                                                       |
|---------------------------------------------------------|---|---|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|------------------------------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------|
| D                                                       | T | M | ELEMENT      | COPY                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                              | ADA                             | ADA (SPANISH)                                              | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                 |
|                                                         |   |   | Heading      | MINIMUM PAYMENT DUE                                                                                                                                                            | PAGO MÍNIMO ADEUDADO                                                                                                                                                                        |                                 |                                                            |                |                          |        |                                                       |
|                                                         |   |   | Dynamic Data | [\$XXX,XXX.XX]                                                                                                                                                                 | [\$XXX,XXX.XX]                                                                                                                                                                              |                                 |                                                            |                |                          |        |                                                       |
|                                                         |   |   | Heading      | DATE DUE                                                                                                                                                                       | FECHA DE VENCIMIENTO                                                                                                                                                                        |                                 |                                                            |                |                          |        |                                                       |
|                                                         |   |   | Dynamic Data | [MMM DD, YYYY]                                                                                                                                                                 | [MMM DD, YYYY]                                                                                                                                                                              |                                 |                                                            |                |                          |        |                                                       |
|                                                         |   |   | Heading      | CURRENT BALANCE                                                                                                                                                                | SALDO ACTUAL                                                                                                                                                                                |                                 |                                                            |                |                          |        |                                                       |
|                                                         |   |   | Tooltip Link | [Tooltip Icon]                                                                                                                                                                 | [Tooltip Icon]                                                                                                                                                                              | Open Current Balance tooltip.   | Abre la sugerencia de la herramienta sobre Saldo actual.   |                |                          |        |                                                       |
|                                                         |   |   | Dynamic Data | [\$XXX,XXX.XX]                                                                                                                                                                 | [\$XXX,XXX.XX]                                                                                                                                                                              |                                 |                                                            |                |                          |        |                                                       |
|                                                         |   |   | Button       | Make a Payment                                                                                                                                                                 | Efectuar un Pago                                                                                                                                                                            |                                 |                                                            |                |                          |        |                                                       |
|                                                         |   |   | Text         | Your next recurring payment is scheduled to post on [MM/DD/YYYY].                                                                                                              |                                                                                                                                                                                             |                                 |                                                            |                |                          |        | Conditional: Appears if user has a recurring payment. |
|                                                         |   |   | Tooltip Icon | [Tooltip Icon]                                                                                                                                                                 | [Tooltip Icon]                                                                                                                                                                              | Open Recurring Payment tooltip. |                                                            |                |                          |        |                                                       |
|                                                         |   |   | Text         |                                                                                                                                                                                |                                                                                                                                                                                             | Close this tooltip.             |                                                            |                |                          |        | For accessibility purposes only.                      |
|                                                         |   |   | Tooltip Text | We calculate your next payment 7 days prior to its scheduled posting date. To change your recurring payment plan, contact Customer Service at [Customer Service Phone Number]. | Calculamos tu próximo pago 7 días antes de la fecha de registro programada. Para cambiar tu plan de pago recurrente, comunícate con Servicio al Cliente al [Customer Service Phone Number]. |                                 |                                                            |                |                          |        |                                                       |
| FUSION: PAYMENT SUMMARY MODULE, CURRENT BALANCE TOOLTIP |   |   |              |                                                                                                                                                                                |                                                                                                                                                                                             |                                 |                                                            |                |                          |        |                                                       |
| D                                                       | T | M | ELEMENT      | COPY                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                              | ADA                             | ADA (SPANISH)                                              | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                 |
|                                                         |   |   | Heading      | Current Balance                                                                                                                                                                | Saldo Acutal                                                                                                                                                                                |                                 |                                                            |                |                          |        |                                                       |
|                                                         |   |   | Text         | The Current Balance is updated each evening and may not reflect all transactions (payments, purchases, and adjustments) you have made on your account.                         | El saldo actual se actualiza todas las noches, y es posible que no refleje todas las transacciones (pagos, compras y ajustes) que hayas realizado en tu cuenta.                             |                                 |                                                            |                |                          |        |                                                       |
| 1                                                       |   |   | Link         | [Close Icon]                                                                                                                                                                   | [Close Icon]                                                                                                                                                                                | Close Current Balance tooltip.  | Cierra la sugerencia de la herramienta sobre Saldo actual. |                |                          |        |                                                       |

Fusion 7 White Label Standard

# Upcoming Payments Module



Wireframe: Upcoming Payments, Large View

UPCOMING PAYMENTS ⓘ 1

2 payments for a total of \$50.00

| DATE   | AMOUNT  | SOURCE 3               | STATUS    |     |
|--------|---------|------------------------|-----------|-----|
| JUL 15 | \$25.00 | Bank of America   1234 | Scheduled | + 4 |
| JUL 15 | \$25.00 | Bank of America   1234 | Scheduled | +   |

Page Notes

Module Type: Transactional Module

This is the Upcoming Payments module, displaying scheduled and pending payments. Module does not appear if the account has legal, lost/stolen, bankrupt, fraud, or charged-off status.

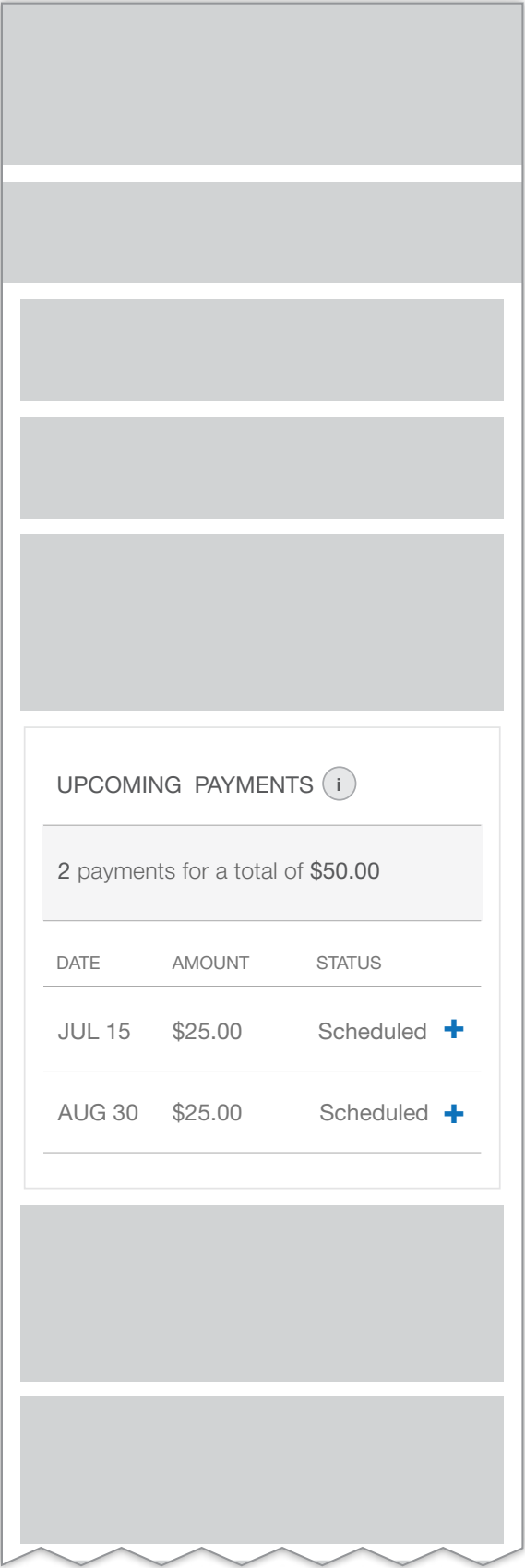
For users that have enrolled in Recurring Payments, up to 12 Recurring Payments will be displayed.

For specific partners that have migrated to Fusion, this module will display a maximum of 12 upcoming payments. User may not schedule additional payments unless there are 4 or fewer existing scheduled payments. Display warning alert if user attempts to schedule another payment while there are more than 4 upcoming payments.

Interaction Notes

| Key | Element                  | Action                                                                                      | Notes                                                                                                                                |
|-----|--------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Tooltip                  | onLoad payments are presorted by most recent date first<br><br>onClick displays the Tooltip |                                                                                                                                      |
| 2   | Scheduled Payments Total | None                                                                                        |                                                                                                                                      |
| 3   | Source                   |                                                                                             | Source is only exposed in the Extra Large, Large, and Medium views, in the other views the source is displayed in the expanded state |
| 4   | + / - Link               | onClick expands payment details                                                             | Both the row and icon expands payment details<br><br>Displays one scheduled payment row at a time.                                   |

Wireframe: Upcoming Payments, Extra Small View



Page Notes

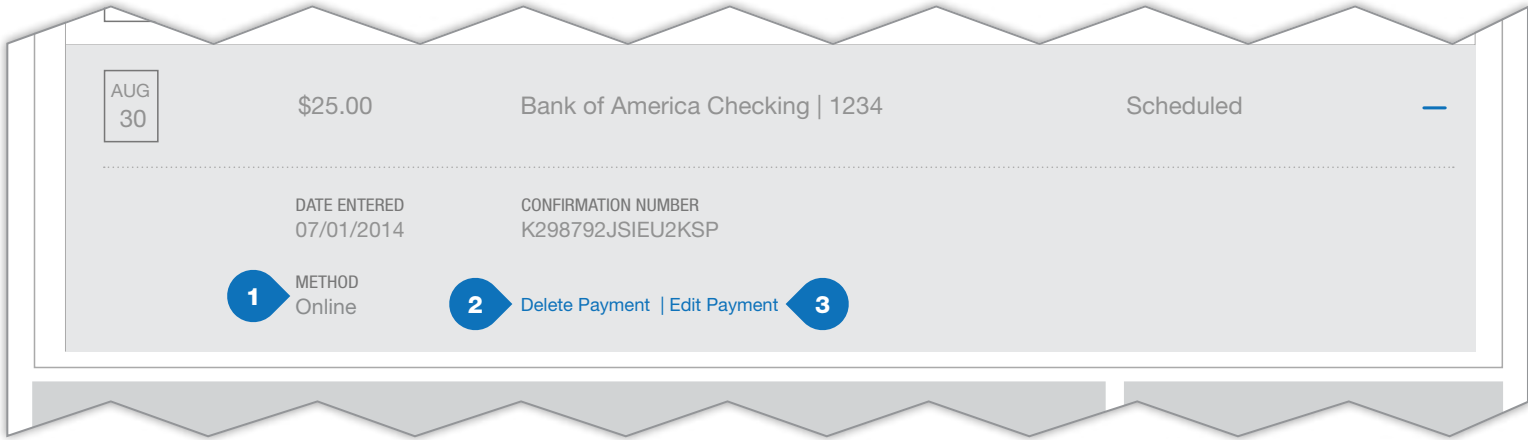
Module Type: Transactional Module

This is the updated Upcoming Payments module. The module displays Scheduled and AutoPay payments. This view shows the collapsed view of a selected payment. Pending payments are shown in a page-level notification.

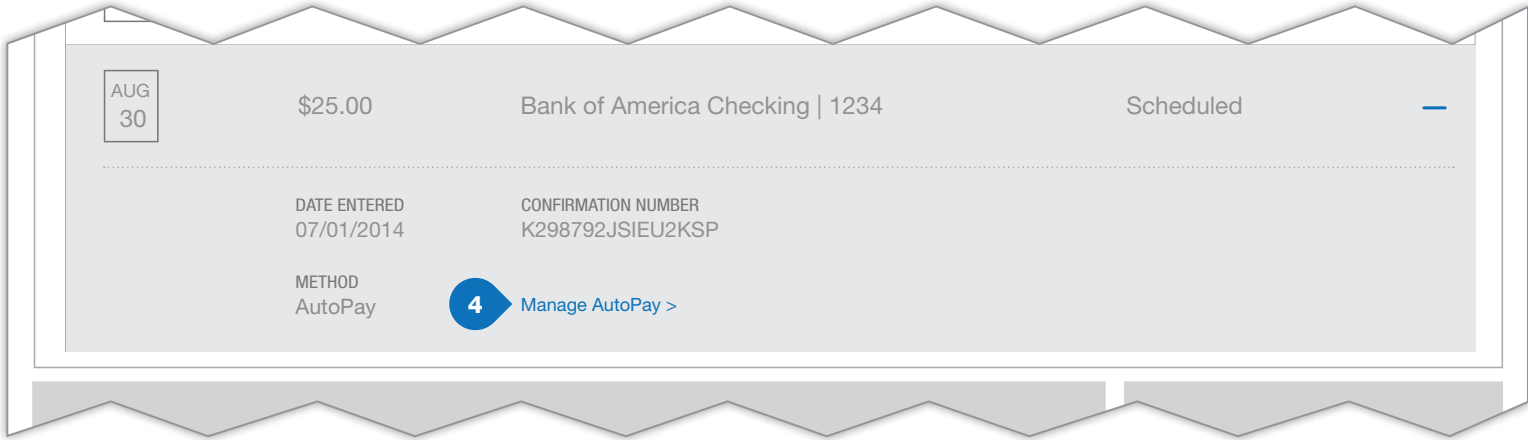
For users that have enrolled in Recurring Payments, up to 12 Recurring Payments will be displayed.

On Small and Extra Small views, payment source is only visible in the expanded state. Content and interactions are consistent across Small and Extra Small views.

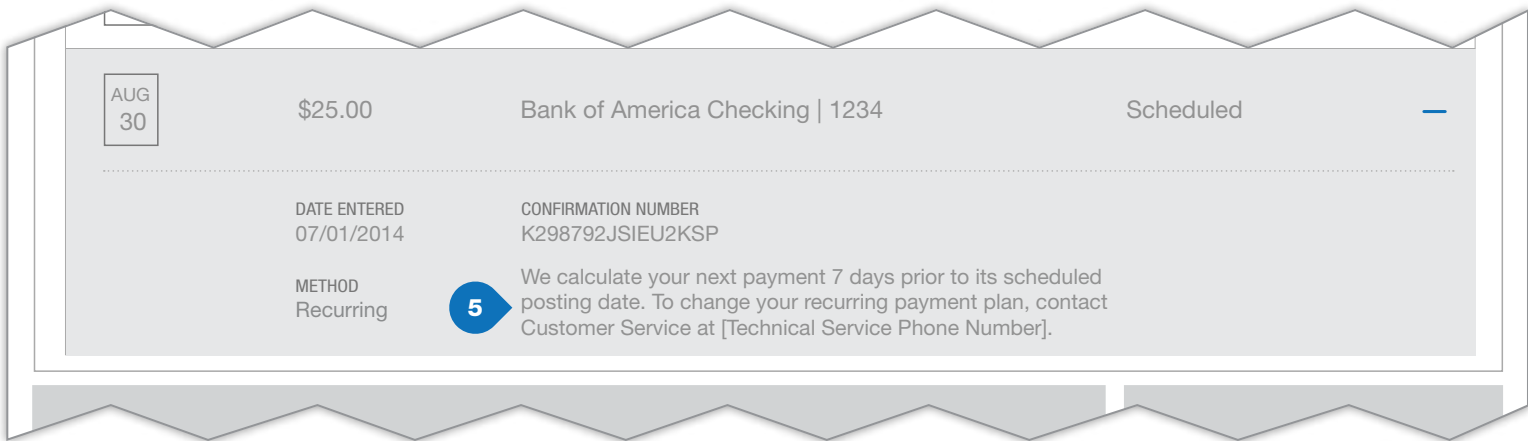
Wireframe: Upcoming Payments Module - Expanded, Large View



Large View, Scheduled Payments



Large View, Manage AutoPay



Large View, Recurring Payment

Page Notes

Module Type: Transactional Module

This is the Upcoming Payments module. The module displays Scheduled and AutoPay payments. This view shows the expanded view of a selected payment. The expanded view provides the ability to edit or delete Scheduled Payments and manage AutoPay payments. Pending payments are shown in a page-level notification.

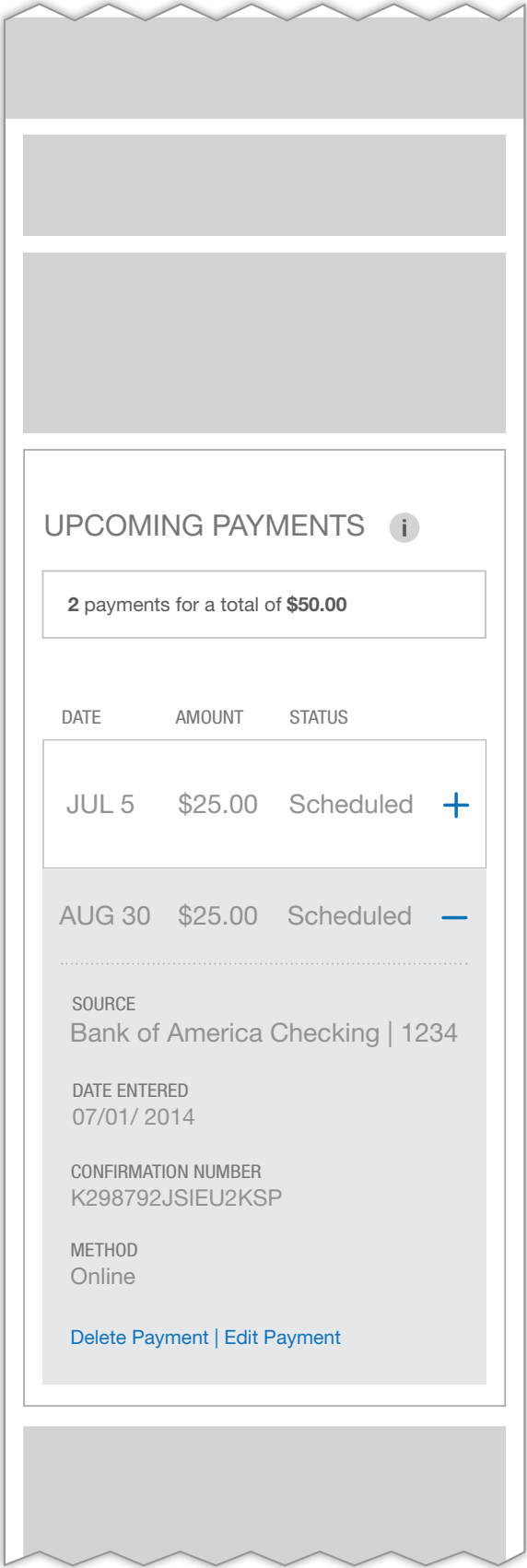
For users that have enrolled in Recurring Payments, up to 12 Recurring Payments will be displayed.

Content and interactions are consistent across Medium, Large and Extra Large views.

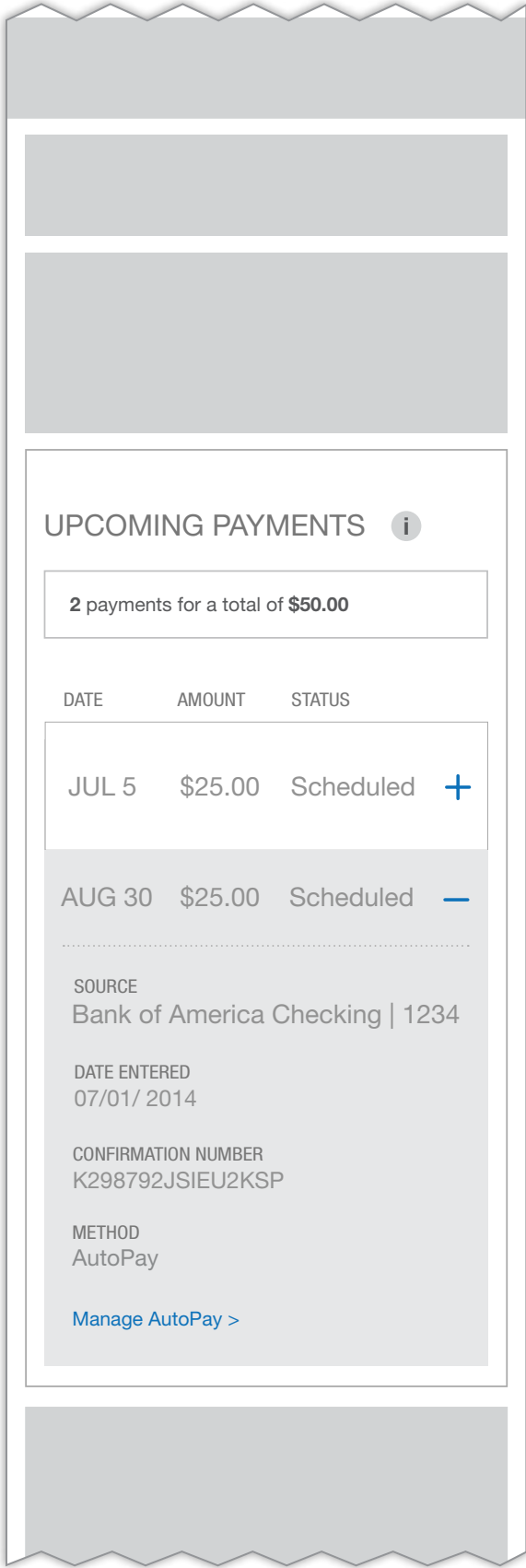
Interaction Notes

| Key | Element                | Action                                                           | Notes                                                                                                                                                         |
|-----|------------------------|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Method Copy            | None                                                             | Conditional content. Displays payment method, including Recurring Payment                                                                                     |
| 2   | Delete Payment Link    | onClick displays the Delete Scheduled Payment confirmation modal | Conditional content. Not displayed for pending/processing payments or Recurring Payments.<br><br>See Wireframe: Upcoming Payments Module - Delete, Large View |
| 3   | Edit Payment Link      | onClick displays the Make a Payment Process Page with Options    | Conditional content. Not displayed for pending/processing payments or Recurring Payments.<br><br>Wireframe: Make a Payment - Payment Options, Large View      |
| 4   | Manage AutoPay Link    | onClick displays the Manage AutoPay Process Page                 | Conditional content. Not displayed for pending/processing payments.<br><br>See Wireframe: Edit AutoPay Module, Large View                                     |
| 5   | Recurring Payment Copy | None                                                             | Conditional content. Displays for Recurring Payments                                                                                                          |

## Wireframe: Upcoming Payment Module - Expanded, Extra Small View



Extra Small View, Scheduled Payments



Extra Small View, AutoPay

### Page Notes

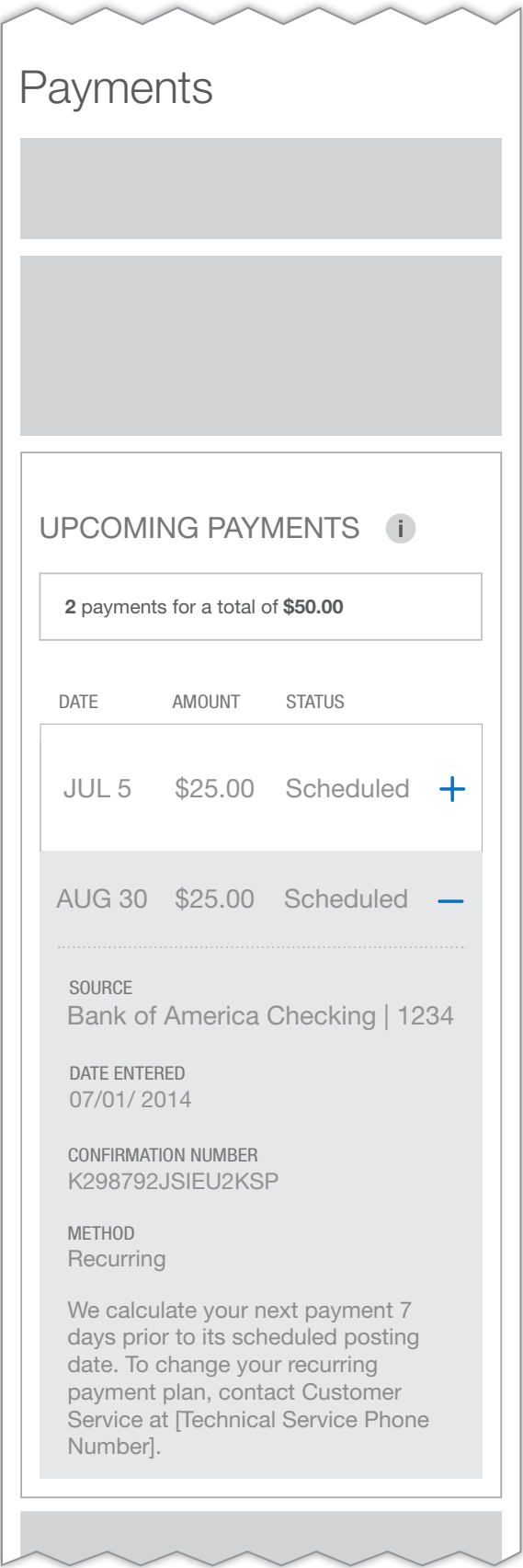
Module Type: Transactional Module

This is the updated Upcoming Payments module. The module displays Scheduled and AutoPay payments. This view shows the expanded view of a selected payment. The expanded view provides the ability to edit or delete scheduled payments and manage AutoPay payments. Pending payments are shown in a page-level notification.

For users that have enrolled in Recurring Payments, up to 12 Recurring Payments will be displayed.

On Small and Extra Small views, payment source is only visible in the expanded state. Content and interactions are consistent across Small and Extra Small views.

Wireframe: Upcoming Payment Module - Expanded, Extra Small View (Continued)



Extra Small View, Recurring

Page Notes

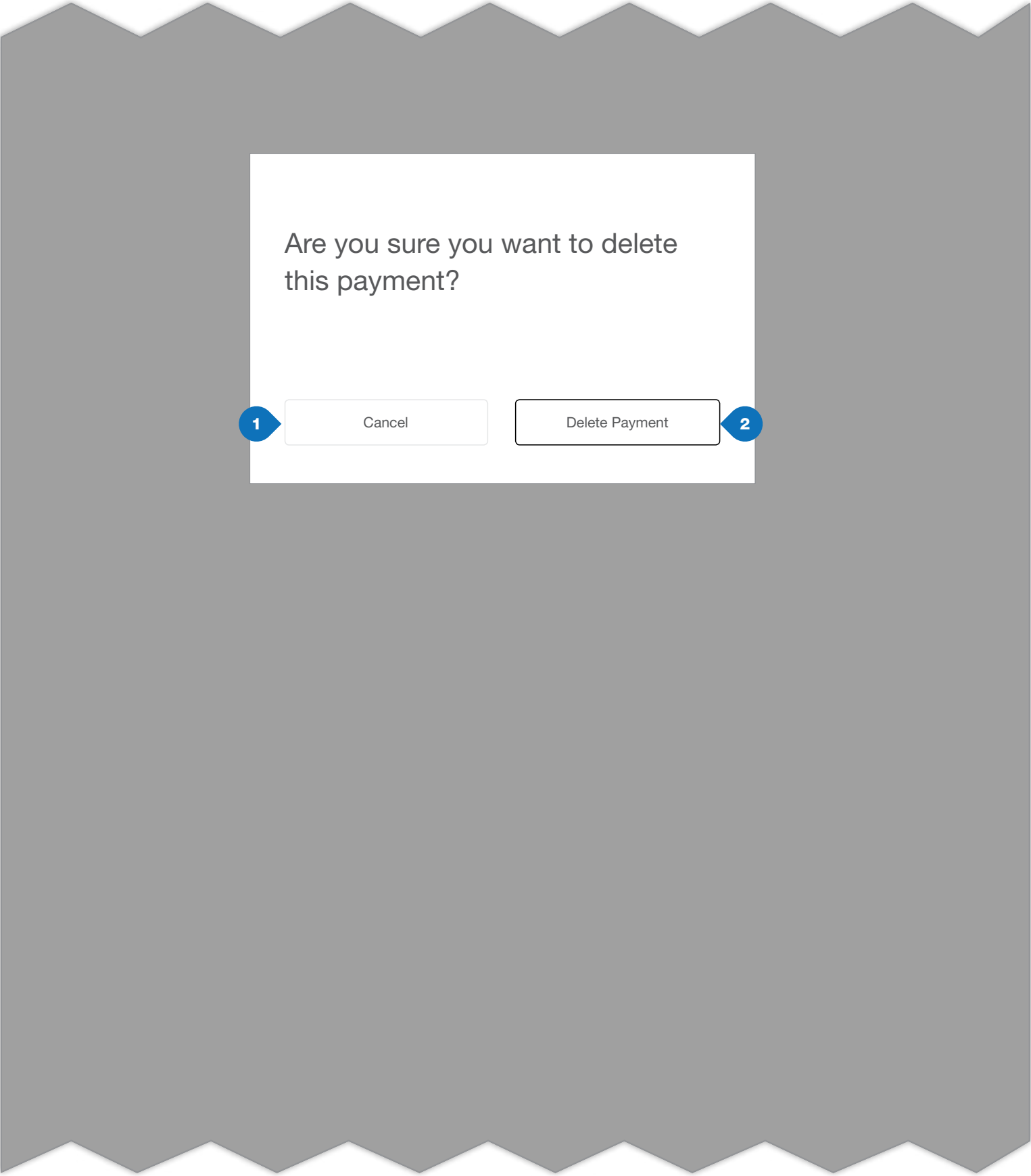
Module Type: Transactional Module

This is the updated Upcoming Payments module. The module displays Scheduled and AutoPay payments. This view shows the expanded view of a selected payment. The expanded view provides the ability to edit or delete scheduled payments and manage AutoPay payments. Pending payments are shown in a page-level notification.

For users that have enrolled in Recurring Payments, up to 12 Recurring Payments will be displayed.

On Small and Extra Small views, payment source is only visible in the expanded state. Content and interactions are consistent across Small and Extra Small views.

Wireframe: Upcoming Payments Module - Delete, Large View



Page Notes

Module Type: Transactional Module

This is the Delete Confirmation Modal of the Upcoming Payments Module. This Module does not appear if the account has bankrupt, charged-off, legal, lost & stolen or fraud status.

Interaction Notes

| Key | Element               | Action                                                                                                                                                       | Notes                                                          |
|-----|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| 1   | Cancel Button         | onClick dismisses the modal and displays the Payments landing Page                                                                                           | See Wireframe, Upcoming Payments Module - Expanded, Large View |
| 2   | Delete Payment Button | onClick deletes scheduled payment, dismisses the modal, removes scheduled payment from the list, and displays module level Notification in the Payments page |                                                                |



| FUSION: UPCOMING PAYMENTS MODULE |   |   |              |                                                                                                                |                                                                                                                     |                        |                                                   |                |                          |        |                                                                                                              |
|----------------------------------|---|---|--------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------------------------------|
| D                                | T | M | ELEMENT      | COPY                                                                                                           | COPY (SPANISH)                                                                                                      | ADA                    | ADA (SPANISH)                                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                        |
|                                  |   |   | Heading      | UPCOMING PAYMENTS                                                                                              | PRÓXIMOS PAGOS                                                                                                      |                        |                                                   |                |                          |        |                                                                                                              |
|                                  |   |   | Tooltip Icon | [Tooltip Icon]                                                                                                 | [Tooltip Icon]                                                                                                      | Open Payments tooltip. | Abre la sugerencia de la herramienta sobre Pagos. |                |                          |        |                                                                                                              |
|                                  |   |   | Text         |                                                                                                                |                                                                                                                     | Close this tooltip.    | Cerrar esta sugerencia de la herramienta.         |                |                          |        | For accessibility purposes only.                                                                             |
|                                  |   |   | Text         | [X] payments [for a total of \$XX,XXX.XX].                                                                     | [X] pagos [por un total de \$XX,XXX.XX].                                                                            |                        |                                                   |                |                          |        | Conditional: If specific amount is not available for Autopay, [for a total of \$XX,XXX.XX] does not display. |
|                                  |   |   |              | [X] payment [for a total of \$XX,XXX.XX].                                                                      | [X] pago [por un total de \$XX,XXX.XX].                                                                             |                        |                                                   |                |                          |        | Conditional: if user only has one scheduled payment                                                          |
|                                  |   |   | Text         | You have [X] scheduled payment(s).                                                                             | Tienes [X] pagos programado(s).                                                                                     |                        |                                                   |                |                          |        | Conditional if user has multiple scheduled AutoPay payments.                                                 |
|                                  |   |   | Table Header | DATE                                                                                                           | FECHA                                                                                                               |                        |                                                   |                |                          |        |                                                                                                              |
|                                  |   |   | Dynamic Data | [MMM DD]                                                                                                       | [MMM DD]                                                                                                            |                        |                                                   |                |                          |        | Display Date Entered                                                                                         |
|                                  |   |   | Table Header | AMOUNT                                                                                                         | MONTO                                                                                                               |                        |                                                   |                |                          |        | Conditional: AutoPay displays Minimum Due or Statement Balance in full instead of dollar amount              |
|                                  |   |   | Dynamic Data | [\$XXX,XXX.XX, Minimum Payment Due, Minimum Payment Due Plus Other Amount, Current Balance, Statement Balance] | [\$XXX,XXX.XX, Pago Mínimo Adeudado, Pago Mínimo Adeudado más Otro Monto, Saldo Actual, Saldo del Estado de Cuenta] |                        |                                                   |                |                          |        |                                                                                                              |
|                                  |   |   | Table Header | SOURCE                                                                                                         | FUENTE                                                                                                              |                        |                                                   |                |                          |        | Appears behind collapsed state in small breakpoint                                                           |
|                                  |   |   | Dynamic Data | [Default] [Last 4 Digits of Bank Account Number]                                                               | [Default] [Last 4 Digits of Bank Account Number]                                                                    |                        |                                                   |                |                          |        | Conditional: N/A for Autopay<br><br>Appears behind collapsed state in small breakpoint                       |
|                                  |   |   | Table Header | STATUS                                                                                                         | ESTATUS                                                                                                             |                        |                                                   |                |                          |        |                                                                                                              |
|                                  |   |   | Text         | [Scheduled, Pending, Posted, Canceled, Returned]                                                               | [Programado, Pendiente, Registrado, Cancelado, Devuelto]                                                            |                        |                                                   |                |                          |        |                                                                                                              |

|  |  |  |              |                                                                                                                                                                                |                                                                                                                                                                                             |                       |                              |  |  |  |                                                                                                                                              |
|--|--|--|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------|--|--|--|----------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Link         | [Expand Icon]                                                                                                                                                                  | [Expand Icon]                                                                                                                                                                               | Full payment details. | Detalles completos del pago. |  |  |  |                                                                                                                                              |
|  |  |  | Link         | [Collapse Icon]                                                                                                                                                                | [Collapse Icon]                                                                                                                                                                             | Full payment details. | Detalles completos del pago. |  |  |  |                                                                                                                                              |
|  |  |  | Table Header | DATE ENTERED                                                                                                                                                                   | FECHA INTRODUCIDA                                                                                                                                                                           |                       |                              |  |  |  |                                                                                                                                              |
|  |  |  | Dynamic Data | [MM/DD/YYYY]                                                                                                                                                                   | [MM/DD/YYYY]                                                                                                                                                                                |                       |                              |  |  |  |                                                                                                                                              |
|  |  |  | Table Header | CONFIRMATION NUMBER                                                                                                                                                            | NÚMERO DE CONFIRMACIÓN                                                                                                                                                                      |                       |                              |  |  |  |                                                                                                                                              |
|  |  |  | Dynamic Data | [Display Confirmation Number]                                                                                                                                                  | [Display Confirmation Number]                                                                                                                                                               |                       |                              |  |  |  | Conditional: N/A for Autopay                                                                                                                 |
|  |  |  | Table Header | METHOD                                                                                                                                                                         | MÉTODO                                                                                                                                                                                      |                       |                              |  |  |  |                                                                                                                                              |
|  |  |  | Dynamic Data | [Online, Phone, AutoPay, Electronic, Check, Recurring]                                                                                                                         | (Translation needed.)                                                                                                                                                                       |                       |                              |  |  |  |                                                                                                                                              |
|  |  |  | Text         | We calculate your next payment 7 days prior to its scheduled posting date. To change your recurring payment plan, contact Customer Service at [Customer Service Phone Number]. | Calculamos tu próximo pago 7 días antes de la fecha de registro programada. Para cambiar tu plan de pago recurrente, comunícate con Servicio al Cliente al [Customer Service Phone Number]. |                       |                              |  |  |  | Conditional: Appears if the user has recurring payments.                                                                                     |
|  |  |  | Link         | Delete Payment                                                                                                                                                                 | Eliminar pago                                                                                                                                                                               |                       |                              |  |  |  | Conditional content for standard scheduled payments that are not pending or processing. Directs the user to the delete payment dialog modal. |

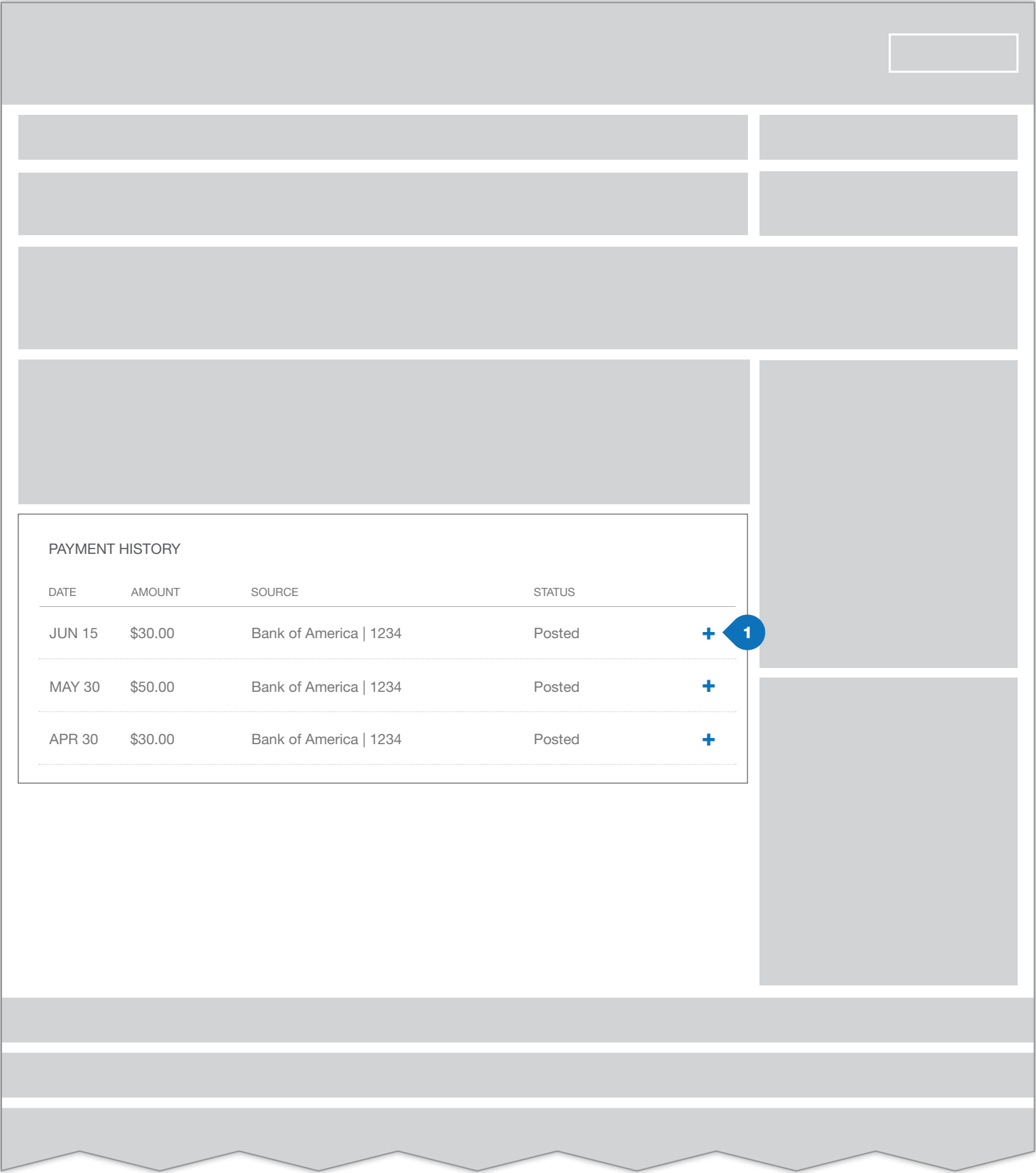


|                                                                          |   |   |         |                                                                                                                                                                                                  |                                           |     |               |                |                          |        |                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                          |   |   | Link    | Edit Payment                                                                                                                                                                                     | Modificar pago                            |     |               |                |                          |        | Conditional content for standard scheduled payments that are not pending or processing. Directs the user to the Make a Payment Processing Page, which is populated with the corresponding data for the payment the user wants to edit.<br><br>Does not appear if user has recurring payments. |
|                                                                          |   |   | Link    | Manage AutoPay                                                                                                                                                                                   | Manejar AutoPay                           |     |               |                |                          |        | Conditional content for scheduled AutoPay payments. Links to the Edit AutoPay module. Not displayed if payment is pending or processing.                                                                                                                                                      |
| FUSION: UPCOMING PAYMENTS MODULE, UPCOMING PAYMENTS TOOLTIP              |   |   |         |                                                                                                                                                                                                  |                                           |     |               |                |                          |        |                                                                                                                                                                                                                                                                                               |
| D                                                                        | T | M | ELEMENT | COPY                                                                                                                                                                                             | COPY (SPANISH)                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                                                         |
|                                                                          |   |   | Heading | DISCLAIMER                                                                                                                                                                                       | DESCARGO DE RESPONSABILIDAD               |     |               |                |                          |        |                                                                                                                                                                                                                                                                                               |
|                                                                          |   |   | Text    | You can schedule or make up to five online payments per credit card account, but only two payments per day. To avoid a late fee, schedule your Payment Date no later than your Payment Due Date. | (Translation needed.)                     |     |               |                |                          |        |                                                                                                                                                                                                                                                                                               |
| FUSION: UPCOMING PAYMENTS MODULE, NO SCHEDULED PAYMENTS TAKEOVER MESSAGE |   |   |         |                                                                                                                                                                                                  |                                           |     |               |                |                          |        |                                                                                                                                                                                                                                                                                               |
| D                                                                        | T | M | ELEMENT | COPY                                                                                                                                                                                             | COPY (SPANISH)                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                                                         |
|                                                                          |   |   | Text    | You have no upcoming payments at this time.                                                                                                                                                      | No tienes próximos pagos en este momento. |     |               |                |                          |        | CIL error code 102<br><br>Conditional: No scheduled payments                                                                                                                                                                                                                                  |

Fusion 7 White Label Standard

# Payment History Module

Wireframe: Payment History, Large View



Page Notes

Module Type: Informational Module

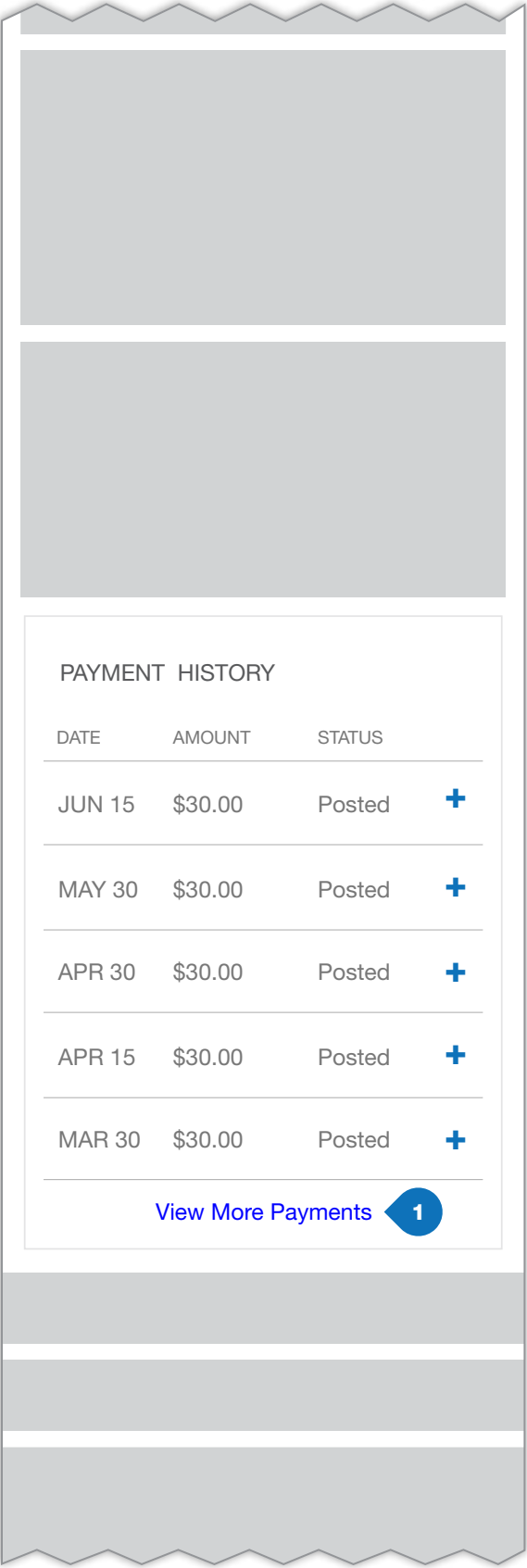
This is the Payment History module, displaying historical payment details. This is a conditional module. If there is no payment history, display the no payment history takeover message (see copy deck for this information).

Module does not appear if the account has legal, lost/stolen, bankrupt, fraud, or charged-off status.

Interaction Notes

| Key | Element      | Action                                    | Notes                                                                                    |
|-----|--------------|-------------------------------------------|------------------------------------------------------------------------------------------|
| 1   | “+ / -“ Link | onClick expands/collapses payment details | Both the row and icon expand payment details.<br><br>Displays one payment row at a time. |

Wireframe: Payment History, Extra Small View



Page Notes

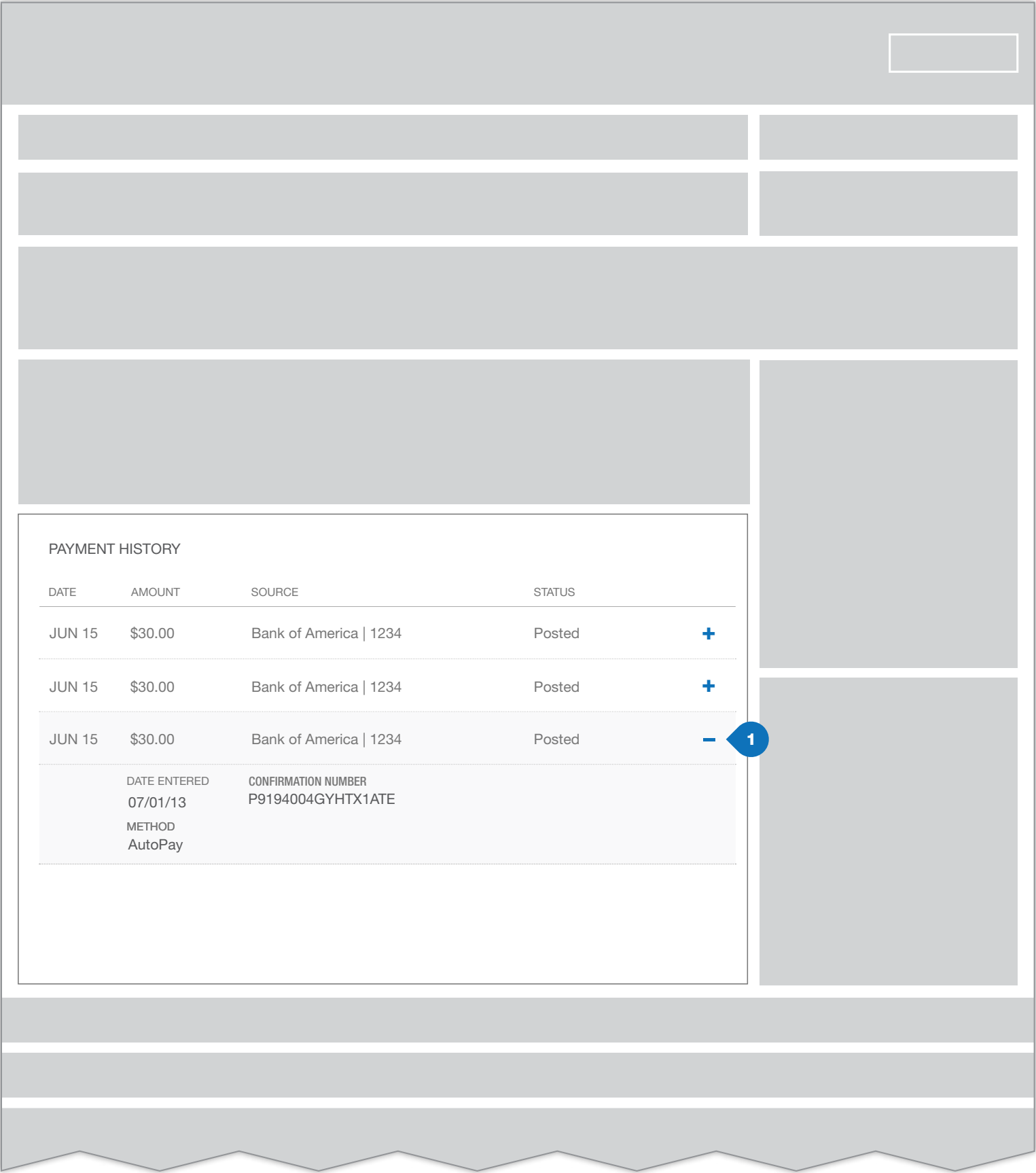
Module Type: Informational Module

This is the Payment History module, displaying historical payment details. Payment source is only displayed within the expanded state.

Interaction Notes

| Key | Element                 | Action                                                                                                                                                                                                                          | Notes                                                             |
|-----|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| 1   | View More Payments Link | onClick expands payment history to show more items<br>If there are more than 6 recent payments then display the 5 most recent payments on load.<br><br>If there are fewer than 6 recent payments then do not display this link. | This interaction is only available on small and extra small views |

Wireframe: Payment History - Expanded, Large View



Page Notes

Module Type: Informational Module  
This is the Payment History module, displaying historical payment details.

Interaction Notes

| Key | Element      | Action                                    | Notes                                                                                    |
|-----|--------------|-------------------------------------------|------------------------------------------------------------------------------------------|
| 1   | “+ / -“ Link | onClick expands/collapses payment details | Both the row and icon expand payment details.<br><br>Displays one payment row at a time. |

Wireframe: Payment History - Expanded, Extra Small View

PAYMENT HISTORY

| DATE   | AMOUNT  | STATUS |   |
|--------|---------|--------|---|
| JUN 15 | \$30.00 | Posted | + |
| JUN 15 | \$30.00 | Posted | + |
| JUN 15 | \$30.00 | Posted | - |

SOURCE

Bank of America | 1234

DATE ENTERED

N/A

CONFIRMATION NUMBER

JS294ND82NVL20FAS

METHOD

AutoPay

Page Notes

Module Type: Informational Module

This is the Payment History module, displaying historical payment details. Payment source is only displayed within the expanded state.



| FUSION: PAYMENT HISTORY MODULE |   |   |              |                                                  |                                                          |                       |                              |                |                          |        |                                                                                         |
|--------------------------------|---|---|--------------|--------------------------------------------------|----------------------------------------------------------|-----------------------|------------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------|
| D                              | T | M | ELEMENT      | COPY                                             | COPY (SPANISH)                                           | ADA                   | ADA (SPANISH)                | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                   |
|                                |   |   | Heading      | PAYMENT HISTORY                                  | HISTORIAL DE PAGOS                                       |                       |                              |                |                          |        |                                                                                         |
|                                |   |   | Table Header | DATE                                             | FECHA                                                    |                       |                              |                |                          |        |                                                                                         |
|                                |   |   | Dynamic Data | [MMM DD]                                         | [MMM DD]                                                 |                       |                              |                |                          |        | Display Date Entered                                                                    |
|                                |   |   | Table Header | AMOUNT                                           | MONTO                                                    |                       |                              |                |                          |        | Conditional: AutoPay displays Minimum Due or Statement Balance instead of dollar amount |
|                                |   |   | Dynamic Data | [\$XXX,XXX.XX]                                   | [\$XXX,XXX.XX]                                           |                       |                              |                |                          |        |                                                                                         |
|                                |   |   | Table Header | SOURCE                                           | FUENTE                                                   |                       |                              |                |                          |        | Appears behind collapsed state in small breakpoint                                      |
|                                |   |   | Dynamic Data | [Default] [Last 4 Digits of Bank Account Number] | [Default] [Last 4 Digits of Bank Account Number]         |                       |                              |                |                          |        | Conditional: N/A for Autopay<br><br>Appears behind collapsed state in small breakpoint  |
|                                |   |   | Table Header | STATUS                                           | ESTATUS                                                  |                       |                              |                |                          |        |                                                                                         |
|                                |   |   | Text         | [Scheduled, Pending, Posted, Canceled, Returned] | [Programado, Pendiente, Registrado, Cancelado, Devuelto] |                       |                              |                |                          |        |                                                                                         |
|                                |   |   | Link         | [Expand Icon]                                    | [Expand Icon]                                            | Full payment details. | Detalles completos del pago. |                |                          |        |                                                                                         |
|                                |   |   | Link         | [Collapse Icon]                                  | [Collapse Icon]                                          | Full payment details. | Detalles completos del pago. |                |                          |        |                                                                                         |
|                                |   |   | Table Header | DATE ENTERED                                     | FECHA INTRODUCIDA                                        |                       |                              |                |                          |        |                                                                                         |
|                                |   |   | Dynamic Data | [MM/DD/YYYY]                                     | [MM/DD/YYYY]                                             |                       |                              |                |                          |        |                                                                                         |
|                                |   |   | Table Header | CONFIRMATION NUMBER                              | NÚMERO DE CONFIRMACIÓN                                   |                       |                              |                |                          |        |                                                                                         |
|                                |   |   | Dynamic Data | [Display Confirmation Number]                    | [Display Confirmation Number]                            |                       |                              |                |                          |        | Conditional: N/A for Autopay                                                            |
|                                |   |   | Table Header | METHOD                                           | MÉTODO                                                   |                       |                              |                |                          |        |                                                                                         |
|                                |   |   | Dynamic Data | [Online, Phone, AutoPay, Electronic, Check]      | [En línea, Telefónico, AutoPay, Electrónico, Cheque]     |                       |                              |                |                          |        |                                                                                         |

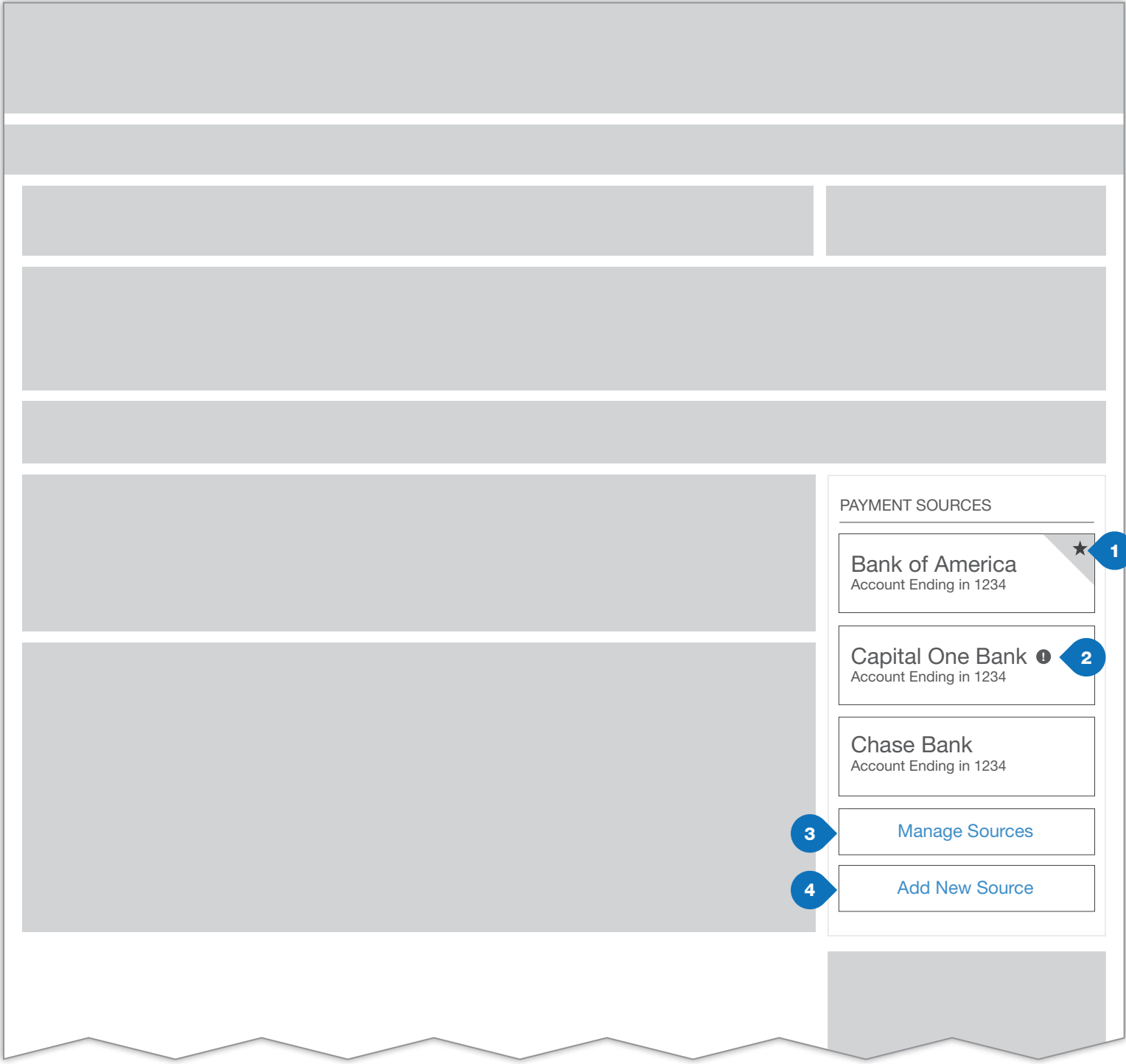
|                                                                     |   |   |         |                                                      |                                                           |     |               |                |                          |        |                                                                                         |
|---------------------------------------------------------------------|---|---|---------|------------------------------------------------------|-----------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------|
|                                                                     |   |   | Link    | <a href="#">View More Payments</a>                   | <a href="#">Ver más pagos</a>                             |     |               |                |                          |        | Appears at small and extra-small breakpoints if the user has 6 or more payments on file |
| FUSION: PAYMENT HISTORY MODULE, NO PAYMENT HISTORY TAKEOVER MESSAGE |   |   |         |                                                      |                                                           |     |               |                |                          |        |                                                                                         |
| D                                                                   | T | M | ELEMENT | COPY                                                 | COPY (SPANISH)                                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                   |
|                                                                     |   |   | Text    | Your recent payments are not available at this time. | Tus pagos recientes no están disponibles en este momento. |     |               |                |                          |        | CIL error code 102<br><br>Conditional: Display if no recent payments have been made.    |



Fusion 7 White Label Standard

# Payment Sources Module

# Wireframe: Payment Sources Module, Large View



## Page Notes

Module Type: Transactional Module

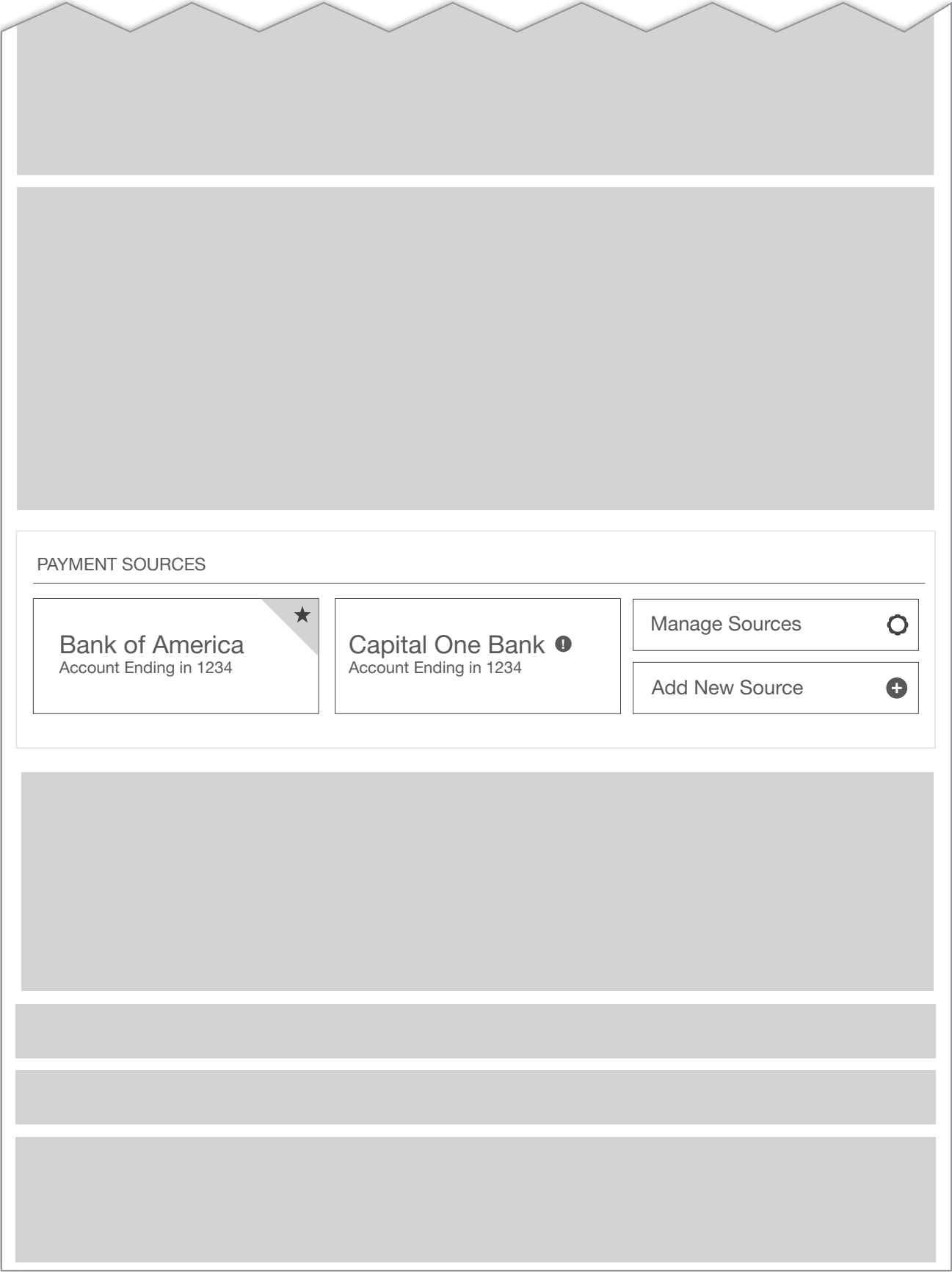
This is the Payment Sources module, displayed on the Payments landing page. Content and interactions are consistent across all breakpoints.

If user does not have a payment source, only Add New Source is displayed in the module.

## Interaction Notes

| Key | Element                           | Action                                                   | Notes                                                                                                 |
|-----|-----------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| 1   | Default Payment Source Badge      |                                                          | Display payment source status, badges are conditional<br><br>User always has a default payment source |
| 2   | Inactive Payment Source Indicator |                                                          | Display when a payment source is inactive                                                             |
| 3   | Manage Sources Button             | onClick displays the Manage Payment Sources process page |                                                                                                       |
| 4   | Add New Source Button             | onClick displays the Add a Payment Source process page   |                                                                                                       |

# Wireframe: Payment Sources Module, Medium View

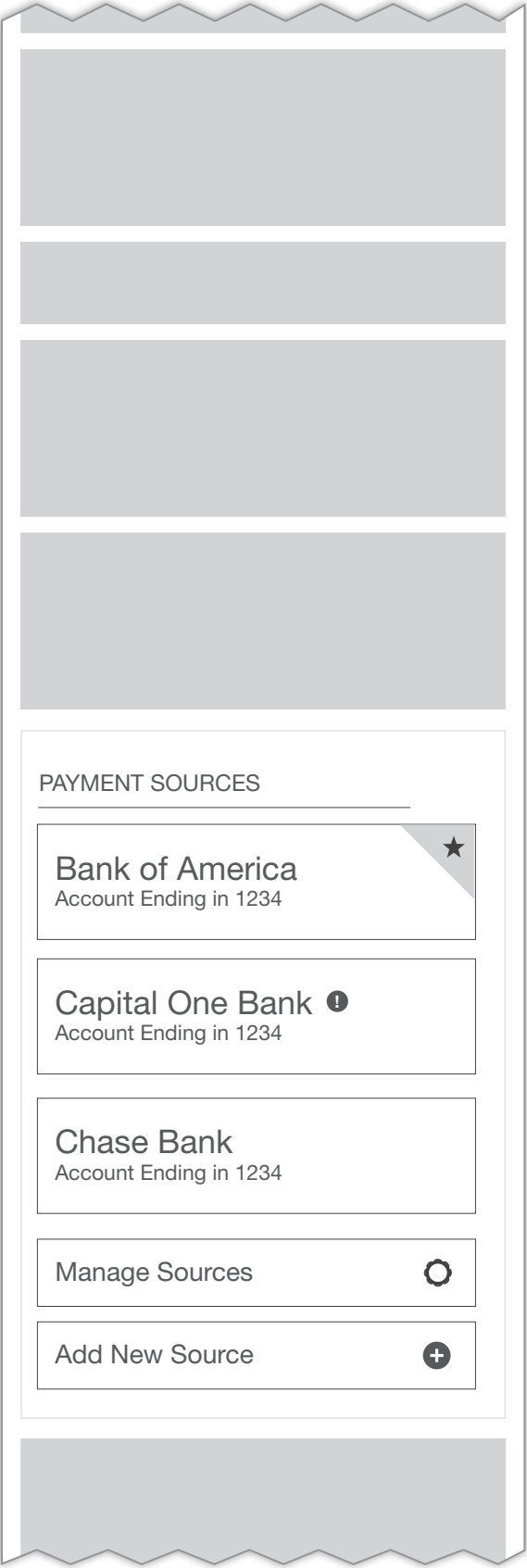


## Page Notes

Module Type: Transactional Module

This is the Payment Sources module, displayed on the payments landing page. Content and interactions are consistent across all breakpoints.

# Wireframe: Payment Sources Module, Extra Small View



## Page Notes

Module Type: Transactional Module

This is the Payment Sources module, displayed on the payments landing page. Content and interactions are consistent across all breakpoints.

| FUSION: PAYMENT SOURCES (TEST RUN) |   |   |              |                                |                                      |                               |                                   |                |                          |        |                                                                                                                        |
|------------------------------------|---|---|--------------|--------------------------------|--------------------------------------|-------------------------------|-----------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------|
| D                                  | T | M | ELEMENT      | COPY                           | COPY (SPANISH)                       | ADA                           | ADA (SPANISH)                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                  |
|                                    |   |   | Heading      | PAYMENT SOURCES                | FUENTES DE PAGO                      |                               |                                   |                |                          |        |                                                                                                                        |
|                                    |   |   | Dynamic Data | [Nickname or default]          |                                      |                               |                                   |                |                          |        | Appears once for each payment account on file                                                                          |
|                                    |   |   | Image        | [Default account icon]         |                                      | This is your default account. | Esta es tu cuenta predeterminada. |                |                          |        | Appears if the account is selected as the default payment source                                                       |
|                                    |   |   | Image        | [Inactive account icon]        |                                      | This account is inactive.     | Esta cuenta está inactiva.        |                |                          |        | Appears if the account is inactive                                                                                     |
|                                    |   |   | Dynamic Data | Account Ending in [XXXX]       | Cuenta que termina en [XXXX]         |                               |                                   |                |                          |        | Appears once for each payment account on file                                                                          |
|                                    |   |   | Link         | <a href="#">Manage Sources</a> | <a href="#">Administrar fuentes</a>  |                               |                                   |                |                          |        |                                                                                                                        |
|                                    |   |   | Link         | <a href="#">Add New Source</a> | <a href="#">Agregar nueva fuente</a> |                               |                                   |                |                          |        | Appears if user has not already added the maximum number of payment sources<br><br>If CIL 5054, do not display button. |

Fusion 7 White Label Standard

# Payment Source Enroll/Add Module



## Add a Payment Source

## Enter Your Information

ABA Routing Number

Bank Account Number

Confirm Bank Account Number

Account Type

Select Type

Nickname (Optional)

☒ Set as default payment source

Apply these edits to other cards

☐ [Partner Provided Card Name]  
Ending in 5678

☐ [Partner Provided Card Name]  
Ending in 9012

[Partner Provided Card Name] Ending in 1234

Enroll in Paperless Statements and Letters

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Lorem sagittis lacus vel augue laoreet rutrum faucibus dolor auctor metus.

☒ Morbi leo risus, porta ac consectetur ac, vestibulum at eros [Terms and Conditions](#)

Paperless email notifications will be sent to the following address:

s\*\*\*\*\*m@email.com

EDIT

Cancel

Add Payment Source

## Page Notes

Module Type: Transactional Module

This is the first step of the Add Payment Source module. Content and interactions are consistent across all breakpoints. Module does not appear if the account has legal, lost/stolen, bankrupt, fraud, or charged-off status.

## Interaction Notes

| Key | Element                             | Action                                                                                                                                                                                    | Notes                                                                                                                                                                                                                                                                                                                             |
|-----|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Tooltip                             | onClick displays the Tooltip                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                   |
| 2   | Form Field                          | onFocus activates the field; when the user exits the field validates the data for formatting; displays a field level error if an error is found                                           |                                                                                                                                                                                                                                                                                                                                   |
| 3   | Account Type Dropdown               | onClick expands/collapses dropdown menu, displays selection                                                                                                                               |                                                                                                                                                                                                                                                                                                                                   |
| 4   | Default Payment Source Checkbox     | onClick selects or deselects default account checkbox                                                                                                                                     | Conditional content: this item does not appear if the user has only one account                                                                                                                                                                                                                                                   |
| 5   | Available to Other Cards (Optional) | onClick selects or deselects checkbox                                                                                                                                                     | Conditional content: Appears when the user has more than one card linked to their account.                                                                                                                                                                                                                                        |
| 6   | Card Ending In                      | –                                                                                                                                                                                         | Dynamic copy, display last digits of the selected card                                                                                                                                                                                                                                                                            |
| 7   | Paperless Checkbox                  | onClick selects or deselects checkbox; onLoad selects checkbox by default<br><br>Hides email fields if checkbox is deselected; reveals the email fields if the checkbox is selected again | Conditional content: appears only if user is not enrolled in Paperless Statements and Letters<br><br>If user is enrolled in Paperless Statements only then display enrollment opportunity for Paperless Letters<br><br>If user is enrolled in Paperless Letters only then display enrollment opportunity for Paperless Statements |
| 8   | Terms & Conditions                  | onClick displays content modal with Terms and Conditions                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                   |
| 9   | Edit                                | onClick displays form fields with email pre-populated                                                                                                                                     | See <i>Wireframe: Add a Payment Source - Collect Email/Edit Email on File, Large View</i>                                                                                                                                                                                                                                         |

Wireframe: Add a Payment Source - Email on File (continued), Large View

Enter Your Information

ABA Routing Number ⓘ

Bank Account Number ⓘ

Confirm Bank Account Number

Account Type

Select Type ▼

Nickname (Optional)

☒ Set as default payment source

– Apply these edits to other cards

☐ [Partner Provided Card Name] Ending in 5678

☐ [Partner Provided Card Name] Ending in 9012

[Partner Provided Card Name] Ending in 1234

Enroll in Paperless Statements and Letters

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Lorem sagittis lacus vel augue laoreet rutrum faucibus dolor auctor metus.

☒ Morbi leo risus, porta ac consectetur ac, vestibulum at eros [Terms and Conditions](#)

Paperless email notifications will be sent to the following address:

s\*\*\*\*\*m@email.com

EDIT

10

Cancel

Add Payment Source

11

Page Notes

Module Type: Transactional Module

This is the first step of the Add Payment Source module. Content and interactions are consistent across all breakpoints. Module does not appear if the account has legal, lost/stolen, bankrupt, fraud, or charged-off status.

Interaction Notes

| Key | Element                   | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Notes                                                                                                                                                  |
|-----|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10  | Cancel Button             | onClick cancels new payment source and displays Payments landing page                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                        |
| 11  | Add Payment Source Button | onClick checks the client-side data for any formatting errors; if an error is found, displays a form field error. If there are no formatting errors then submits the data <ol style="list-style-type: none"><li>If checkbox is selected for paperless statements and letters then displays Paperless Statements and Letters Modal</li><li>If checkbox is not selected for paperless statements and letters then displays verify page</li><li>If there is a server-side error then displays error treatment</li><li>If the user enters a bank account already associated with an account selected then adds a note to the account listing on the verify page</li></ol> | <div>1) See Wireframe: Add a Payment Source - Paperless Modal, Large View</div> <div>2) See Wireframe: Add a Payment Source - Verify, Large View</div> |

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Wireframe: Add a Payment Source - Email on File, Extra Small View

Add a Payment Source

Enter Your Information

ABA Routing Number ⓘ

Bank Account Number ⓘ

Confirm Bank Account Number

Account Type

Select Type ▼

Nickname (Optional)

☒ Set as default account

– Apply these edits to other cards

☐ [Partner Provided Card Name]  
Ending in 1234

[Partner Provided Card Name] Ending in 1234

Paperless Statements and Letters

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Lorem sagittis lacus vel augue laoreet rutrum faucibus dolor auctor metus.

☒ Morbi leo risus, porta ac consectetur ac, vestibulum at eros [Terms and Conditions](#)

Paperless email notifications will be sent to the following address:

s\*\*\*\*\*m@email.com

EDIT

Add Payment Source

Cancel

Page Notes

Module Type: Transactional Module

This is the first step of the Add Payment Source module. Content and interactions are consistent across all breakpoints.

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Wireframe: Add a Payment Source - Collect Email/Edit Email, Large

Number 1

Bank Account Number ⓘ

Confirm Bank Account Number

Account Type

Select Type ▼

Nickname (Optional)

☒ Set as default account

– Apply these edits to other cards

☐ [Partner Provided Card Name] Ending in 5678

☐ [Partner Provided Card Name] Ending in 9012

[Partner Provided Card Name] Ending in 1234

Enroll in Paperless Statements and Letters

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Lorem sagittis lacus vel augue laoreet rutrum faucibus dolor auctor metus.

☒ Morbi leo risus, porta ac consectetur ac, vestibulum at eros [Terms and Conditions](#) 1

Paperless email notifications will be sent to the following address:

Email Address [Email Policy](#) 2

Confirm Email Address 3

Cancel

Add Payment Source 4

Page Notes

Module Type: Transactional Module

This is the first step of the Add Payment Source module. Content and interactions are consistent across all breakpoints. Module does not appear if the account has legal, lost/stolen, bankrupt, fraud, or charged-off status.

Interaction Notes

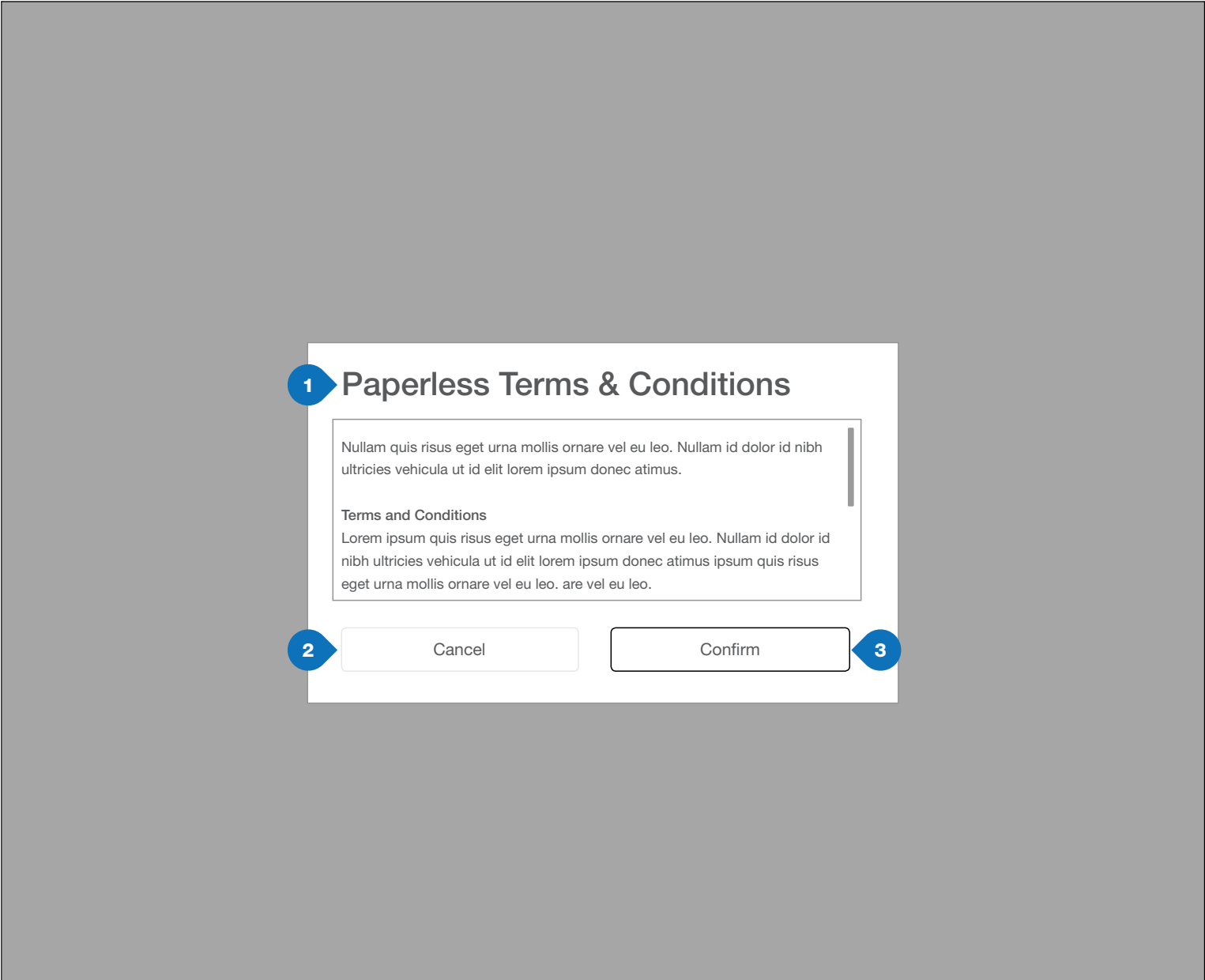
| Key | Element                              | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Notes                                                                                                                               |
|-----|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Terms and Conditions Link            | onClick displays the content modal with Paperless Terms and Conditions content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | See Wireframe: Add a Payment Source - Terms & Conditions Content Modal, Large View                                                  |
| 2   | Email Policy Link                    | onClick displays modal with Email Policy content                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                     |
| 3   | Email & Confirm Email Address Fields | onFocus activates the field and display field help text; when the user exits the field validates the data for formatting; if an error is found, displays a form field error                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Email fields are required if Paperless checkbox is selected when form is submitted                                                  |
| 4   | Add Payment Source Button            | onClick checks the client-side data for any formatting errors; if an error is found then displays a form field error. If there are no formatting errors then submits the data <ol style="list-style-type: none"><li>If checkbox is selected for paperless statements and letters then display confirmation modal</li><li>If checkbox is not selected for paperless statements and letters then display Verify page</li><li>If there is a server-side error then display error treatment</li><li>If the user enters a bank account already associated with an account selected then add a note to the account listing on the Verify page</li></ol> | 1) See Wireframe: Add a Payment Source - Paperless Modal, Large View<br>2) See Wireframe: Add a Payment Source - Verify, Large View |

Page Notes

Module Type: Transactional Module

This is the first step of the Add Payment Source module. Content and interactions are consistent across all breakpoints.

Wireframe: Add a Payment Source - Paperless Modal, Large View



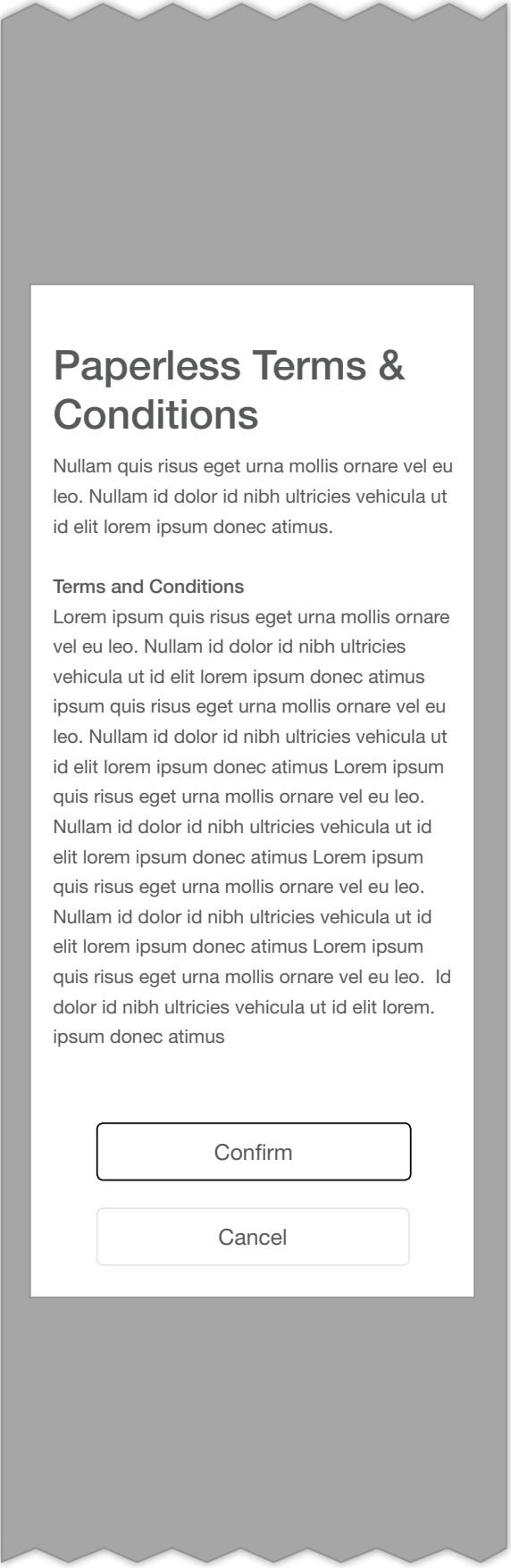
Page Notes

If the paperless checkbox is selected, the Paperless Modal is displayed when the user clicks Add a Payment Source. User must confirm that they want to receive Paperless Statements & Letters since the checkbox is preselected.

Interaction Notes

| Key | Element        | Action                                                                                                                                                                     | Notes                                                         |
|-----|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| 1   | Header         | None                                                                                                                                                                       | Conditional                                                   |
| 2   | Cancel Button  | onClick dismisses the modal                                                                                                                                                |                                                               |
| 3   | Confirm Button | onClick submits the preferences and then displays the Verify screen<br><br>If there is a system failure then display a page level error on the Add a Payment Source screen | See page Wireframe: Add a Payment Source - Verify, Large View |

# Wireframe: Add a Payment Source - Paperless Modal, Extra Small View



## Page Notes

If the paperless checkbox is selected, the Paperless Modal is displayed when the user clicks Add a Payment Source. User must confirm that they want to receive Paperless Statements & Letters since the checkbox is preselected.

## Verify Your Information

Default

Nullam id dolor id nibh ultricies vehicula ut id elit. Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Etiam porta sem malesuada magna mollis euismod.

Nullam id dolor id nibh ultricies vehicula ut id elit. Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Etiam porta sem malesuada magna mollis euismod [Terms and Conditions](#).

Authorize

| Key | Element           | Action                                                                        | Notes                                                                 |
|-----|-------------------|-------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1   | Dynamic Text      | None                                                                          | Displays the options selected on previous page of the flow            |
| 2   | Make Changes Link | onClick displays Add a Payment Source - New Account with pre-populated fields | See <i>Wireframe: Add Payment Source - New Account, Large View</i>    |
| 3   | Cancel Button     | onClick cancels Add Payment Source                                            | onCancel, display conditional page based on where flow originated     |
| 4   | Authorize Button  | onClick authorizes payment source                                             | onValidation, display conditional page based on where flow originated |



Wireframe: Add a Payment Source - Verify, Extra Small View

Verify Your Information

ABA ROUTING NUMBER

●●●●●5678

BANK ACCOUNT NUMBER

●●●●●●●1234

ACCOUNT TYPE

Checking

NICKNAME

Bank of America Checking

AVAILABLE TO OTHER CARDS (OPTIONAL)

[Partner Provided Card Name] Ending in 1234

[Partner Provided Card Name] Ending in 5678

STATUS

Default

✓

Yes, Enroll me in Paperless Statements and Letters for [Partner Provided Card Name] Ending in 1234

Notifications will be sent to s\*\*\*\*\*m@email.com

Statements and Letters for [Partner Provided Card Name] Ending in 1234

Notifications will be sent to s\*\*\*\*\*m@email.com

Nullam id dolor id nibh ultricies vehicula ut id elit. Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Etiam porta sem malesuada magna mollis euismod.

< Make Changes

Online Bill Pay Authorization

Nullam id dolor id nibh ultricies vehicula ut id elit. Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Etiam porta sem malesuada magna mollis euismod [Terms and Conditions](#).

Authorize

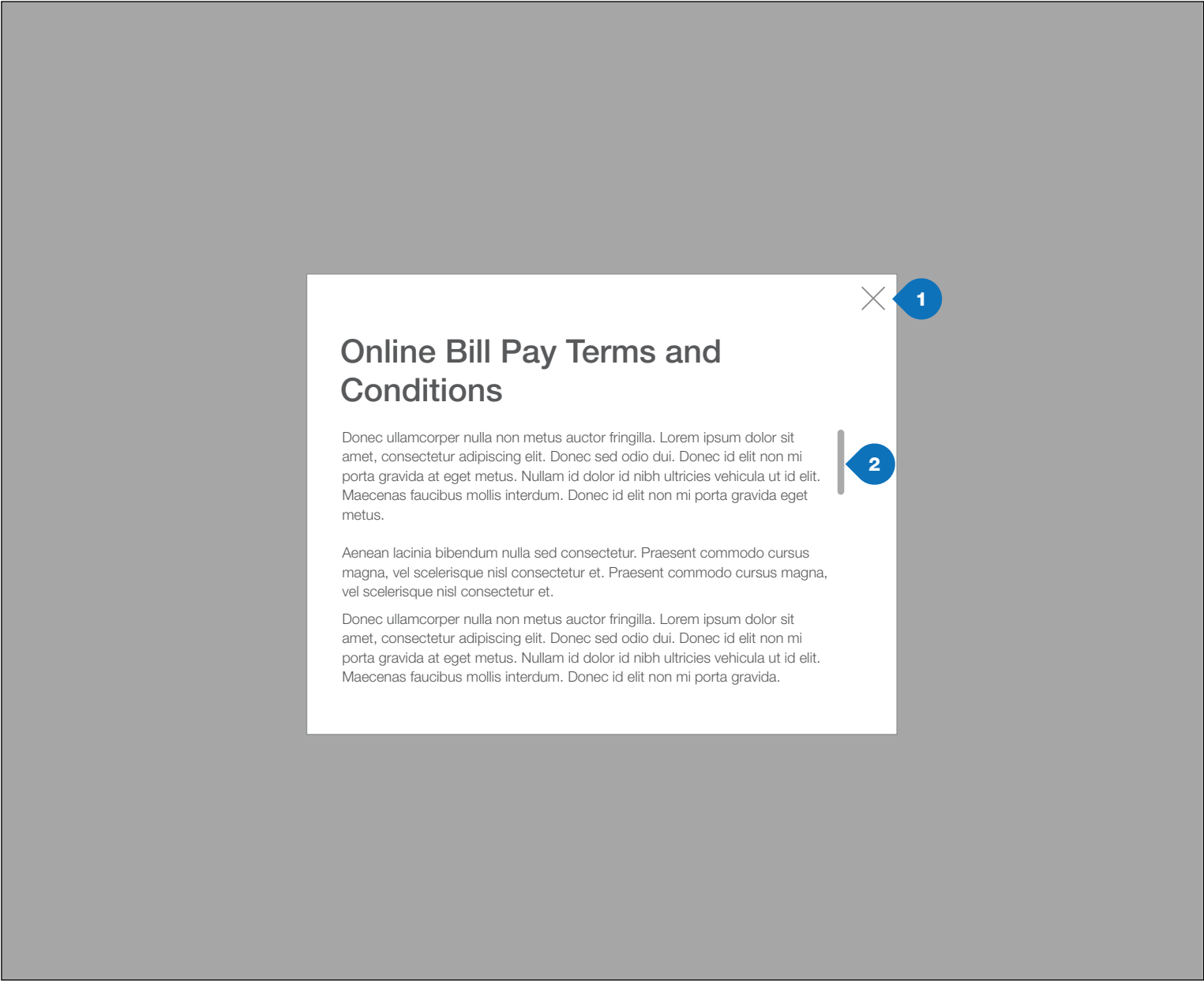
Cancel

Page Notes

Module Type: Transactional Module

This is the verify step of the Add Payment Source module. Content and interactions are consistent across all breakpoints.

Wireframe: Add a Payment Source - Terms & Conditions Content Modal, Large View



Page Notes

Module Type: Informational

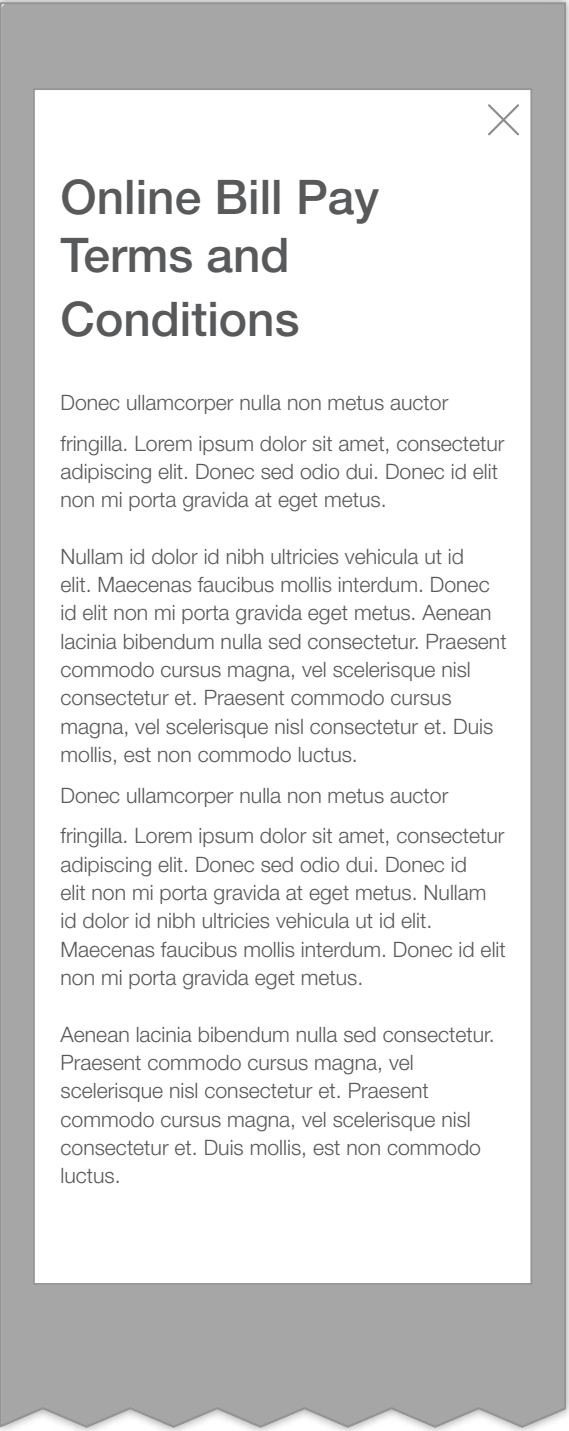
Terms & Conditions are displayed when the user clicks the Terms And Conditions Link on the Add Payment Source screen. Content is conditional and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element            | Action                                  | Notes                                                                                                                                                                                                                     |
|-----|--------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Close Button       | onClick dismisses the modal             | Clicking anywhere outside the modal also closes the modal                                                                                                                                                                 |
| 2   | Conditional Scroll | Content scrolls within the modal window | Only applicable on M, L and XL breakpoints. Conditional: display only if content exceeds the length of the modal window.<br><br>Modal window will fit the length of the content without scrolling on S and XS breakpoints |



## Wireframe: Add a Payment Source - Terms & Conditions Content Modal, Extra Small View

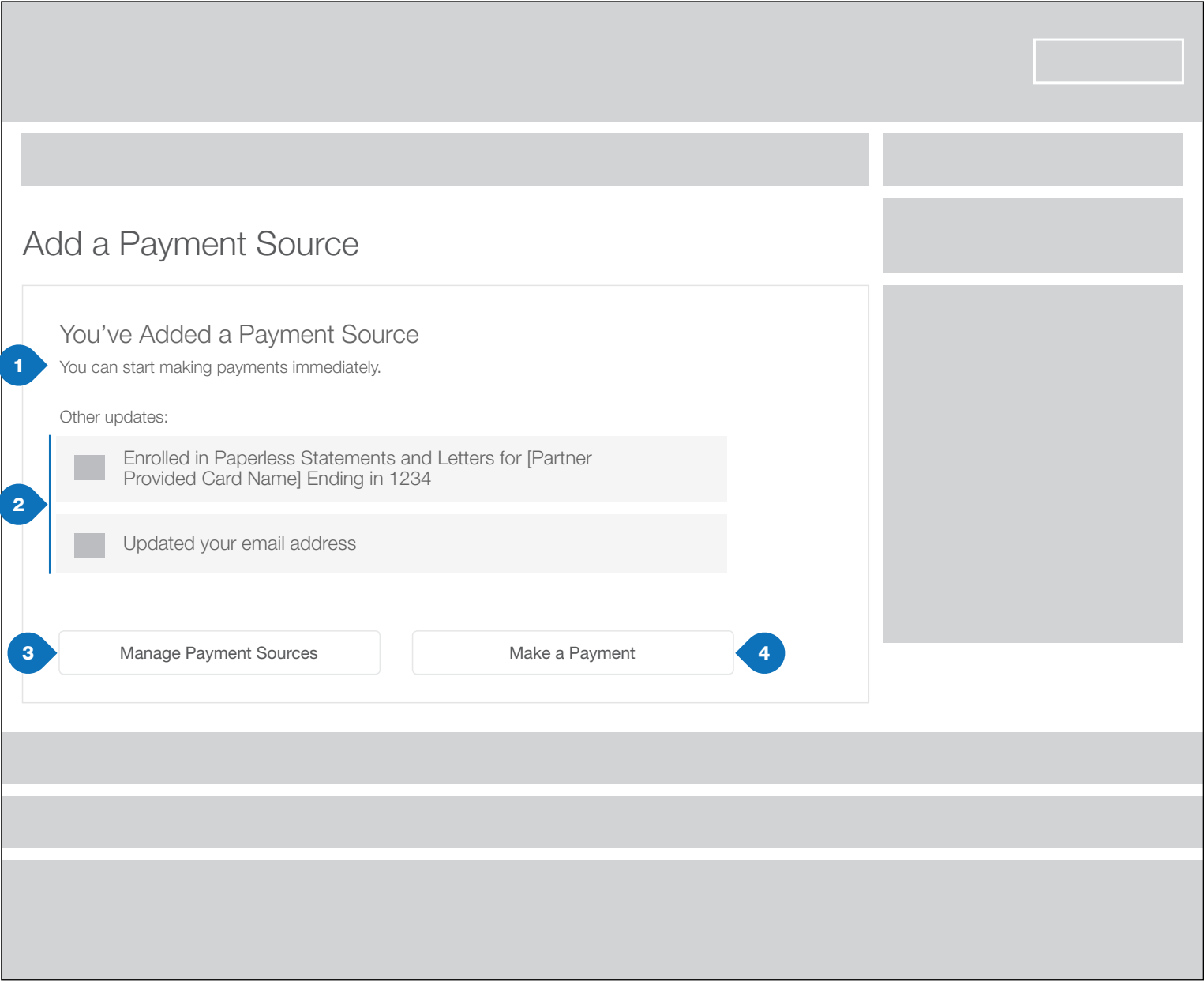


### Page Notes

Module Type: Informational

Terms & Conditions are displayed when the user clicks the Terms And Conditions Link on the Add Payment Source screen. Content is conditional and interactions are consistent across all breakpoints.

Wireframe: Add a Payment Source - Confirmation, Large View



Page Notes

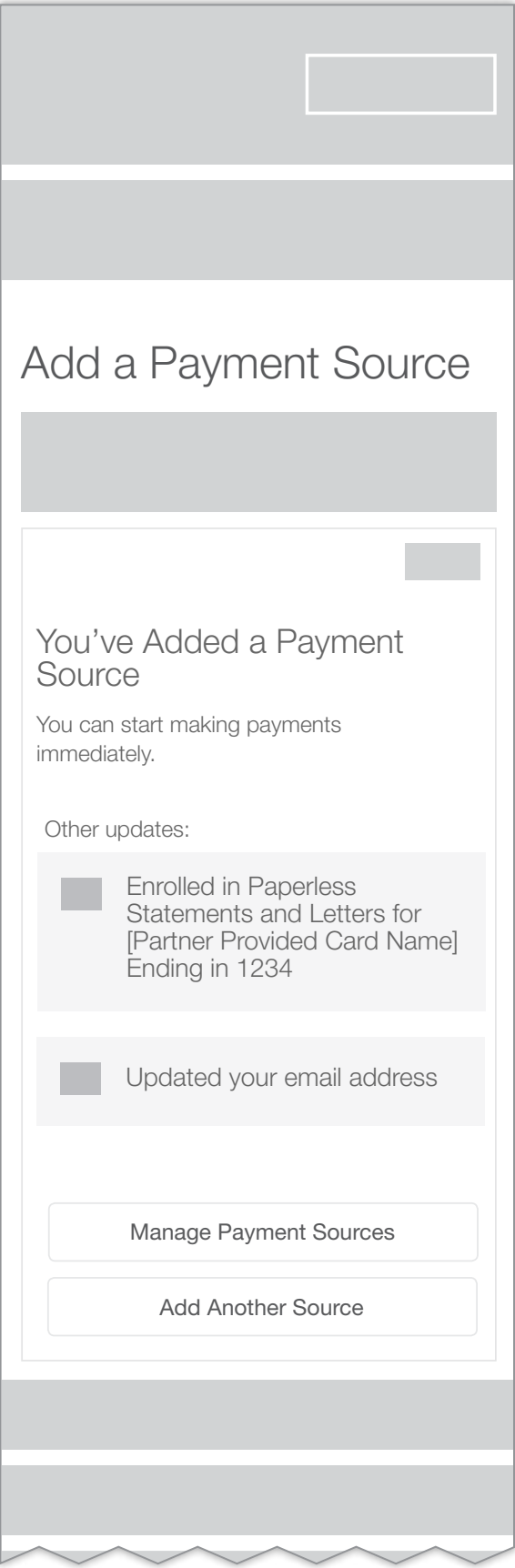
Module Type: Transactional Module

This is the confirmation step of the Add Payment Source module. Screen is conditional based on where the user begins the flow. content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                | Action                                                     | Notes                                                              |
|-----|------------------------|------------------------------------------------------------|--------------------------------------------------------------------|
| 1   | Confirmation Message   | None                                                       |                                                                    |
| 2   | Messaging              | None                                                       | Conditional content                                                |
| 3   | Manage Payment Sources | onClick displays the Manage Payment Sources page           | See <i>Wireframe: Manage Payment Sources, Large View</i>           |
| 4   | Make a Payment Button  | onClick displays the Make a Payment - Payment Options page | See <i>Wireframe: Make a Payment - Payment Options, Large View</i> |

Wireframe: Add a Payment Source - Confirmation, Extra Small View



Page Notes

Module Type: Transactional Module

This is the confirmation step of the Add Payment Source module. Screen is conditional based on where the user begins the flow. Content and interactions are consistent across all breakpoints.

| FUSION: ADD A PAYMENT SOURCE MODULE |   |   |              |                               |                                        |                                                                                     |                                                                                                   |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                |        |                                                                                                                     |
|-------------------------------------|---|---|--------------|-------------------------------|----------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------------------------------------|
| D                                   | T | M | ELEMENT      | COPY                          | COPY (SPANISH)                         | ADA                                                                                 | ADA (SPANISH)                                                                                     | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                    | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                       | CMS ID | NOTES                                                                                                               |
|                                     |   |   | Heading      | Add a Payment Source          | Agregar una Fuente de Pago             |                                                                                     |                                                                                                   |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                |        | Conditional depending on how the user accessed the module<br><br>Element should be implemented as Page Title module |
|                                     |   |   | Heading      | Make a Payment                | Efectuar un Pago                       |                                                                                     |                                                                                                   |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                |        | Conditional depending on how the user accessed the module<br><br>Element should be implemented as Page Title module |
|                                     |   |   | Heading      | Enter Your Information        | Ingresa tu información                 |                                                                                     |                                                                                                   |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                |        |                                                                                                                     |
|                                     |   |   | Field Label  | ABA Routing Number            | Número de Procesamiento ABA            |                                                                                     |                                                                                                   | Client-Side Errors [Field Level]:<br>If blank, or invalid formatting:<br>Please enter a valid ABA Routing Number using numbers only.<br><br>Server-Side Errors [Field Level] – CIL error code 5023:<br>If incorrect:<br>The ABA Routing Number you entered cannot be added at this time. Please enter a different Routing Number. | Error por parte del cliente:<br>Si está en blanco:<br>Ingresa un Número de Procesamiento ABA utilizando números solamente.<br><br>Server-Side Errors [Field Level] – CIL error code 5023:<br>If incorrect:<br>El Número de Procesamiento ABA que ingresaste no se puede agregar en este momento. Ingresa un Número de Procesamiento diferente. |        |                                                                                                                     |
|                                     |   |   | Tooltip Icon | i                             |                                        | Open ABA Routing Number tooltip.                                                    | Abre la sugerencia de la herramienta sobre el Número de Procesamiento ABA.                        |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                |        |                                                                                                                     |
|                                     |   |   | Tooltip      | Check Detail (Image of Check) | Detalle del Cheque (Imagen del Cheque) | Your ABA Routing Number is the first group of numbers at the bottom of your checks. | Tu Número de Procesamiento ABA es el primer grupo de números en la parte inferior de tus cheques. |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                |        |                                                                                                                     |
|                                     |   |   | Tooltip Copy | ABA Routing Number            | Número de Procesamiento ABA            |                                                                                     |                                                                                                   |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                |        |                                                                                                                     |

|  |  |  |                |                                                   |                                                                                                    |                                                                                       |                                                                                                  |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                              |  |  |
|--|--|--|----------------|---------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Field Label    | Bank Account Number                               | Tu Número de Cuenta Bancaria Registrado                                                            |                                                                                       |                                                                                                  | Client-Side Errors [Field Level]:<br>If blank, or invalid formatting:<br><b>Please enter a valid Bank Account Number using numbers only.</b><br><br>Server-Side Errors [Field Level] – CIL error code 5022:<br><br>If incorrect:<br><b>The bank account you entered cannot be added at this time. Please enter a different bank account.</b> | Error por parte del cliente:<br>Si está en blanco o el formato es inválido:<br><b>Ingresa un Número de Cuenta Bancaria válido utilizando números únicamente.</b><br><br>Server-Side Errors [Field Level] – CIL error code 5022:<br><br>If incorrect:<br><b>La cuenta bancaria que ingresaste no se puede agregar en este momento. Ingresa una cuenta bancaria diferente.</b> |  |  |
|  |  |  | Tooltip Icon   | i                                                 |                                                                                                    | Open Bank Account tooltip.                                                            | Abre la sugerencia de la herramienta sobre Cuenta bancaria.                                      |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Tooltip        | Check Detail (Image of Check)                     | Detalle del Cheque (Imagen del Cheque)                                                             | Your Bank Account Number is the second group of numbers at the bottom of your checks. | Tu Número de Cuenta Bancaria es el segundo grupo de números en la parte inferior de tus cheques. |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Tooltip Copy   | Bank Account Number                               | Tu Número de Cuenta Bancaria Registrado                                                            |                                                                                       |                                                                                                  |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Field Label    | Confirm Bank Account Number                       | Confirmar Número de Cuenta Bancaria                                                                |                                                                                       |                                                                                                  | Client-Side Errors [Field Level]:<br>If blank:<br><b>Please re-enter your Bank Account Number for verification purposes.</b><br><br>If mis-matched with Bank Account Number field:<br><b>Your Bank Account Number entries do not match. Please re-enter this information.</b>                                                                | Error por parte del servidor:<br>Si está en blanco:<br><b>Vuelve a ingresar tu Número de Cuenta Bancaria con fines de verificación.</b><br><br>Si no coincide con el campo Número de Cuenta Bancaria:<br><b>Las entradas de tu Número de Cuenta Bancaria no coinciden. Vuelve a ingresar esta información.</b>                                                               |  |  |
|  |  |  | Dropdown Label | Account Type                                      | Tipo de cuenta                                                                                     |                                                                                       |                                                                                                  |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Dropdown Text  | Select Type<br>Checking<br>Savings / Money Market | Seleccionar Tipo de Cuenta<br>Cuenta de cheques<br>Cuenta de ahorros / Cuenta de Mercado Monetario |                                                                                       |                                                                                                  | Client-Side Error [Field Level]:<br>If no Account Type Selected:<br><b>Please select an Account Type from the list.</b>                                                                                                                                                                                                                      | Errores por parte del cliente<br>Si no se selecciona una Identificación de Usuario:<br><b>Selecciona un Tipo de Cuenta de la lista.</b>                                                                                                                                                                                                                                      |  |  |

|  |  |  |             |                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                    |  |  |                                                                                                                                                                               |                                                                                                                                                          |  |                                                                        |
|--|--|--|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------|
|  |  |  | Field Label | Nickname (Optional)                                                                                                                                                                                  | Apodo (Opcional)                                                                                                                                                                                                                                                   |  |  | Client-side Error [Field Level]:<br><br>If Account Nickname violates formatting rules:<br>Please enter a different Account Nickname.                                          | Error por parte del servidor:<br><br>Si el Apodo de la Cuenta ya está en uso:<br>Ingresa un Apodo de la Cuenta diferente.                                |  |                                                                        |
|  |  |  |             |                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                    |  |  | Server-side Error [Field Level]:<br>If Account Nickname is already in use – CIL error code 5079):<br>The Account Nickname you created is already in use.<br>Please try again. | Server-side Error [Field Level]:<br>If Account Nickname is already in use:<br><br>El Apodo de la Cuenta que creaste ya está en uso. Vuelve a intentarlo. |  |                                                                        |
|  |  |  | Checkbox    | Set as default payment source                                                                                                                                                                        | Establecer como fuente de pago predeterminada                                                                                                                                                                                                                      |  |  |                                                                                                                                                                               |                                                                                                                                                          |  |                                                                        |
|  |  |  | Link        | Apply these edits to other cards                                                                                                                                                                     | Aplicar estas modificaciones a otras tarjetas                                                                                                                                                                                                                      |  |  |                                                                                                                                                                               |                                                                                                                                                          |  | Appears if the user has multiple cards on file                         |
|  |  |  | Checkbox    | [Card/Program Name] Ending in [XXXX]                                                                                                                                                                 | [Nombre de Tarjeta/Programa] que termina en [XXXX]                                                                                                                                                                                                                 |  |  |                                                                                                                                                                               |                                                                                                                                                          |  | Appears once for each card                                             |
|  |  |  | Text        | [Card/Program Name] Ending in [XXXX]                                                                                                                                                                 | [Nombre de Tarjeta/Programa] que termina en [XXXX]                                                                                                                                                                                                                 |  |  |                                                                                                                                                                               |                                                                                                                                                          |  |                                                                        |
|  |  |  | Heading     | Enroll in Paperless Statements and Letters                                                                                                                                                           | Inscríbete en el Programa Paperless Statements y Letters.                                                                                                                                                                                                          |  |  |                                                                                                                                                                               |                                                                                                                                                          |  | Appears if the user is not enrolled in Paperless Statements or Letters |
|  |  |  | Heading     | You’re enrolled in Paperless Letters. Now add Paperless Statements.                                                                                                                                  | Te has inscrito en el Programa Paperless Letters. Ahora agrega Paperless Statements.                                                                                                                                                                               |  |  |                                                                                                                                                                               |                                                                                                                                                          |  | Appears if user is already enrolled in Paperless Letters               |
|  |  |  | Heading     | You’re enrolled in Paperless Statements. Now add Paperless Letters.                                                                                                                                  | Te has inscrito en el Programa Paperless Statements. Ahora agrega Paperless Letters.                                                                                                                                                                               |  |  |                                                                                                                                                                               |                                                                                                                                                          |  | Appears if user is already enrolled in Paperless Statements            |
|  |  |  | Text        | Conveniently access your statements and letters online instead of by mail. Email notifications will be sent when your statements are ready to view, payments are due or a legal notice is available. | Accede cómodamente a tus estados de cuenta y tus cartas en línea en lugar de hacerlo por correo postal. Se te enviarán notificaciones por email cuando tus estados de cuenta estén listos para consultarlos, cuando venzan pagos o un aviso legal esté disponible. |  |  |                                                                                                                                                                               |                                                                                                                                                          |  |                                                                        |



|  |  |  |              |                                                                                                                                        |                                                                                                                                                        |  |  |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                           |
|--|--|--|--------------|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Checkbox     | Yes, enroll me in Paperless Statements and Letters. By leaving this box checked, I agree to the <a href="#">Terms and Conditions</a> . | Sí, inscríbanme en el Programa Paperless Statements y Letters. Al dejar seleccionada esta casilla, acepto los <a href="#">Términos y Condiciones</a> . |  |  |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                  |  | Launches Terms and Conditions modal                                                                                                       |
|  |  |  |              |                                                                                                                                        |                                                                                                                                                        |  |  |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                  |  | Checkbox is preselected                                                                                                                   |
|  |  |  | Text         | Paperless email notifications will be sent to the following address:                                                                   | Se enviarán notificaciones por email a la siguiente dirección:                                                                                         |  |  |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                           |
|  |  |  | Text         | Email Address                                                                                                                          | Dirección de Email                                                                                                                                     |  |  |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                  |  | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox                                        |
|  |  |  | Dynamic Data | [user@domain.com]                                                                                                                      | [user@domain.com]                                                                                                                                      |  |  |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                  |  | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox. Masking rules apply                   |
|  |  |  | Link         | <a href="#">Edit</a>                                                                                                                   | <a href="#">Editar</a>                                                                                                                                 |  |  |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                  |  | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox. Reveals the email fields when clicked |
|  |  |  | Field Label  | Email Address                                                                                                                          | Dirección de Email                                                                                                                                     |  |  | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br><b>Please enter your Email Address in the following format: user@domain.com.</b><br><br>If user enters more than 50 characters:<br><br><b>The Email Address you enter must be less than 50 characters. Please try a different Email Address.</b> | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br><b>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.</b><br><br>If user enters more than 50 characters:<br><br><b>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente.</b> |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                      |

|  |  |  |                  |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                       |                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                                                                             |
|--|--|--|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Help       | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                       |                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Field help text<br><br>Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                                 |
|  |  |  | Link             | <a href="#">Email Policy</a>                                                                                                                                                                                                                                                                                 | <a href="#">Normas sobre el Email</a>                                                                                                                                                                                                                                                                                                                                              | Email Address Policy. | Normas sobre la Dirección de Email. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Link points to email policy language in content modal. Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit |
|  |  |  | Field Label      | Confirm Email Address                                                                                                                                                                                                                                                                                        | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                                       |                       |                                     | Client-Side Errors [Field Level]:<br>If blank:<br><b>Please re-enter the Email Address you entered above.</b><br><br>If Email and Confirm Email fields do not match:<br><b>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com.</b><br><br>If user enters more than 50 characters:<br><br><b>The Email Address you enter must be less than 50 characters. Please try a different Email Address.</b> | Errores por parte del cliente:<br>Si está en blanco:<br><b>Vuelve a ingresar la Dirección de Email que ingresaste arriba.</b><br><br>Si los cambios Email y Confirmar Email no coinciden:<br><b>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.</b><br><br>If user enters more than 50 characters:<br><b>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente.</b> |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                                                        |
|  |  |  | Button (Primary) | <a href="#">Add Payment Source</a>                                                                                                                                                                                                                                                                           | <a href="#">Agregar una Fuente de Pago</a>                                                                                                                                                                                                                                                                                                                                         |                       |                                     | Server-side Errors [Module Level]:<br>If payment source has already been added – CIL error code 5053:<br><b>The Payment Source you entered has already been added to your account. Please enter a new Payment Source.</b>                                                                                                                                                                                                                                              | Server-side Errors [Module Level]:<br>If payment source has already been added:<br><b>La Fuente de Pago que ingresaste ha sido agregada a tu cuenta. Ingresa una nueva Fuente de Pago.</b>                                                                                                                                                                                                                                                                                                                                            |  | See Notification copy tables for failure states                                                                                                                             |



|                                                |   |   |                       |                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                            |                                      |                                                            |                |                             |        |       |
|------------------------------------------------|---|---|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|------------------------------------------------------------|----------------|-----------------------------|--------|-------|
|                                                |   |   | Button<br>(Secondary) | Cancel                                                                                                                                                                                                                                                              | Cancelar                                                                                                                                                                                                                                                                                                                                                                   | Cancel adding<br>payment<br>account. | Cancelar la<br>opción de agregar<br>una cuenta de<br>pago. |                |                             |        |       |
| FUSION: PAYMENT SOURCE MODULE, PAPERLESS MODAL |   |   |                       |                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                            |                                      |                                                            |                |                             |        |       |
| D                                              | T | M | ELEMENT               | COPY                                                                                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                             | ADA                                  | ADA (SPANISH)                                              | ERROR MESSAGES | ERROR MESSAGES<br>(SPANISH) | CMS ID | NOTES |
|                                                |   |   | Heading               | Paperless Terms & Conditions                                                                                                                                                                                                                                        | Términos y condiciones del<br>programa Paperless                                                                                                                                                                                                                                                                                                                           |                                      |                                                            |                |                             |        |       |
|                                                |   |   | Text                  | To enroll in paperless for this credit<br>account, start by reading the terms<br>and conditions below. By clicking<br>CONFIRM below, you are agreeing<br>to receive your statements<br>electronically only and legal notices<br>(as available) electronically only. | Para inscribirse en el Programa<br>Paperless para esta cuenta<br>de crédito, comience por leer<br>los términos y condiciones a<br>continuación. Al hacer clic en<br>CONFIRMAR a continuación,<br>usted acepta recibir sus<br>estados de cuenta en forma<br>electrónica únicamente y<br>los avisos legales (según<br>estén disponibles) en forma<br>electrónica únicamente. |                                      |                                                            |                |                             |        |       |
|                                                |   |   | Heading               | Enrollment in Credit Card<br>Paperless Statements and Letters                                                                                                                                                                                                       | Inscripción en los Programas<br>Paperless Statements y Letters<br>para tarjetas de crédito                                                                                                                                                                                                                                                                                 |                                      |                                                            |                |                             |        |       |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | <p>We send cardmembers various types of legal notices, including notices of increases or decreases in credit lines, privacy notices, account updates and statements. Currently, we can provide some of these legal notices, including statements, electronically. We are working towards being able to provide all of these legal notices electronically. When we are able to provide all legal notices electronically, we will notify you by email. In the meantime, if you choose to receive legal notices electronically, you will need to monitor both your U.S. postal mailbox and your email inbox for legal notices.</p> <p>To receive your legal notices electronically, your computer must be capable of printing or storing email, web pages and documents in PDF format and your browser must meet minimum system requirements.</p> | Les enviamos a los tarjetahabientes varios tipos de avisos legales, incluidos avisos de aumentos o disminuciones en las líneas de crédito, avisos de privacidad, información actualizada sobre la cuenta y estados de cuenta. Actualmente, podemos proporcionar algunos de estos avisos legales, incluidos los estados de cuenta, en forma electrónica. Estamos trabajando para poder proporcionar todos estos avisos legales en forma electrónica. Cuando podamos proporcionar todos los avisos legales en forma electrónica, te lo notificaremos por correo electrónico. Mientras tanto, si opta por recibir los avisos legales en forma electrónica, deberá controlar tanto su buzón de correo postal de los EE.UU. como su bandeja de entrada de correo electrónico para verificar si contienen avisos legales. |  |  |  |  |  |  |
|  |  |  | Heading | Minimum System Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Requisito mínimo del sistema                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|  |  |  | Text    | <p>Your privacy and security are important to us. That's why we require you to use a browser with 128-bit security encryption to proceed with your application. This protection helps to ensures that the information you send and receive will remain confidential.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Su privacidad y seguridad son importantes para nosotros. Es por eso que le solicitamos que utilice un explorador con una codificación de seguridad de 128 bits para seguir adelante con su solicitud. Esta protección ayuda a garantizar que la información que envíe y reciba se mantenga con carácter confidencial.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|  |  |  | Heading | Getting Paper Copies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Obtener copias impresas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |  |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | If you choose to receive legal notices and statements electronically and then want a paper notice, call us at the number on the back of your card and we will mail it to you.                                                                                                                                                                        | Si opta por recibir avisos legales y estados de cuenta en forma electrónica y luego desea obtener un aviso impreso, llámenos al número que figura al dorso de su tarjeta y se lo enviaremos por correo.                                                                                                                                                                                                                       |  |  |  |  |  |  |
|  |  |  | Heading | Cancelling Paperless Statements and Letters                                                                                                                                                                                                                                                                                                          | Cancelación de los Programas Paperless Statements y Letters                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
|  |  |  | Text    | You may cancel in Account Online or by calling us at the number on the back of your card.                                                                                                                                                                                                                                                            | Puede cancelar el servicio en Account Online o llamándonos al número de teléfono que figura al dorso de su tarjeta.                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  |
|  |  |  | Heading | Updating Email Address                                                                                                                                                                                                                                                                                                                               | Actualización de su dirección de email                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|  |  |  | Text    | We'll send notifications regarding the availability of your statement online and legal notices to that address until you contact us to change it. It is your responsibility to update promptly any changes in this information. If your email address changes, please update it in Account Online or call us at the number on the back of your card. | Le enviaremos notificaciones con respecto a la disponibilidad de su estado de cuenta en línea y de los avisos legales a esa dirección hasta que usted se comunique con nosotros para que la cambiemos. Es su responsabilidad actualizar de inmediato cualquier cambio en esta información. Si su dirección de email cambia, actualízela en Account Online o llámenos al número de teléfono que figura al dorso de su tarjeta. |  |  |  |  |  |  |
|  |  |  | Heading | Credit Card Paperless Statements and Letters Authorization                                                                                                                                                                                                                                                                                           | Autorización para los Programas Paperless Statements y Letters para Tarjetas de Crédito                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |

|                                       |   |   |              |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |                                                                                                                     |
|---------------------------------------|---|---|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------------------------------------|
|                                       |   |   | Text         | By clicking CONFIRM, I agree to receive my billing statements and other legal notices electronically as available. I understand that when I receive an electronic notice it will replace a paper copy. I also understand that I will need to check both my U.S. postal mailbox and email inbox for legal notices until you let me know by email that all legal notices will be sent electronically. | Al hacer clic en CONFIRMAR, acepto recibir mis estados de facturación y otros avisos legales en forma electrónica según estén disponibles. Comprendo que cuando reciba un aviso electrónico, éste reemplazará a la copia impresa. También comprendo que deberé revisar tanto mi buzón de correo postal de los EE.UU. como la bandeja de entrada de mi correo electrónico para verificar la llegada de avisos legales hasta que ustedes me comuniquen por correo electrónico que todos los avisos legales serán enviados por vía electrónica. |     |               |                |                          |        |                                                                                                                     |
| FUSION: PAYMENT SOURCE MODULE, VERIFY |   |   |              |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |                                                                                                                     |
| D                                     | T | M | ELEMENT      | COPY                                                                                                                                                                                                                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                               |
|                                       |   |   | Heading      | Add a Payment Source                                                                                                                                                                                                                                                                                                                                                                                | Agregar una Fuente de Pago                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |     |               |                |                          |        | Conditional depending on how the user accessed the module<br><br>Element should be implemented as Page Title module |
|                                       |   |   | Heading      | Make a Payment                                                                                                                                                                                                                                                                                                                                                                                      | Efectuar un Pago                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |               |                |                          |        | Conditional depending on how the user accessed the module<br><br>Element should be implemented as Page Title module |
|                                       |   |   | Heading      | Verify Your Information                                                                                                                                                                                                                                                                                                                                                                             | Verificar tu Información                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |               |                |                          |        |                                                                                                                     |
|                                       |   |   | Text         | ABA ROUTING NUMBER                                                                                                                                                                                                                                                                                                                                                                                  | NÚMERO DE PROCESAMIENTO ABA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |               |                |                          |        |                                                                                                                     |
|                                       |   |   | Dynamic Data | [XXXXXXXXXX]                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        | Masking rules apply                                                                                                 |
|                                       |   |   | Text         | BANK ACCOUNT NUMBER                                                                                                                                                                                                                                                                                                                                                                                 | TU NÚMERO DE CUENTA BANCARIA REGISTRADO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        |                                                                                                                     |
|                                       |   |   | Dynamic Data | [XXXXXXXXXX]                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        | Masking rules apply                                                                                                 |

|  |  |  |                      |                                                                                                                    |                                                                                                                                              |                                          |                                              |  |  |                                                                                                                                                 |                                                                                      |
|--|--|--|----------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|----------------------------------------------|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|  |  |  | Text                 | ACCOUNT TYPE                                                                                                       | TIPO DE CUENTA                                                                                                                               |                                          |                                              |  |  |                                                                                                                                                 |                                                                                      |
|  |  |  | Dynamic Data         | [Account type]                                                                                                     |                                                                                                                                              |                                          |                                              |  |  |                                                                                                                                                 |                                                                                      |
|  |  |  | Text                 | NICKNAME                                                                                                           | APODO                                                                                                                                        |                                          |                                              |  |  |                                                                                                                                                 |                                                                                      |
|  |  |  | Dynamic Data         | [Nickname or default]                                                                                              |                                                                                                                                              |                                          |                                              |  |  |                                                                                                                                                 |                                                                                      |
|  |  |  | Text                 | Add this payment source to other cards:                                                                            | Agrega esta fuente de pago a otras tarjetas:                                                                                                 |                                          |                                              |  |  |                                                                                                                                                 |                                                                                      |
|  |  |  | Dynamic Data         | [Card/Program Name] Ending in [XXXX]                                                                               | [Nombre de Tarjeta/Programa] que termina en [XXXX]                                                                                           |                                          |                                              |  |  | Appears once for each card user selected<br><br>“Payment Source Already on File” appears if the payment source is already on file for that card |                                                                                      |
|  |  |  | Text                 | STATUS                                                                                                             | ESTATUS                                                                                                                                      |                                          |                                              |  |  |                                                                                                                                                 |                                                                                      |
|  |  |  | Dynamic Data         | [Dynamic, Active]                                                                                                  | [Dinámico, Activo]                                                                                                                           |                                          |                                              |  |  |                                                                                                                                                 | Dynamically included based on user selections                                        |
|  |  |  | Link                 | < Make Changes                                                                                                     | < Hacer cambios                                                                                                                              |                                          |                                              |  |  |                                                                                                                                                 |                                                                                      |
|  |  |  | Checkmark Image      |                                                                                                                    |                                                                                                                                              | (Decorative image, no alt text required) | Imagen decorativa, no se requiere texto alt. |  |  |                                                                                                                                                 |                                                                                      |
|  |  |  | Confirmation Message | Yes, Enroll Me in Paperless [Statements; Letters; Statements and Letters] for [Card/Program Name] Ending in [XXXX] | Sí, inscríbanme en el Programa Paperless [Statements; Letters; Statements y Letters] para [Nombre de Tarjeta/Programa] que termina en [XXXX] |                                          |                                              |  |  |                                                                                                                                                 | Dynamically generated depending on which Paperless features the user is enrolling in |
|  |  |  | Dynamic Data         | Notifications will be sent to [user@domain.com]                                                                    | Las notificaciones se enviarán a [user@domain.com]                                                                                           |                                          |                                              |  |  | Appears if user entered an email address<br><br>Masking rules apply                                                                             |                                                                                      |

|                                             |   |   |                    |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                        |                                        |                                             |                |                          |        |                                                                                                                     |
|---------------------------------------------|---|---|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|---------------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------------------------------------|
|                                             |   |   | Dynamic Text       | By enrolling this email address in Paperless Statements, you will also receive a monthly Payment Due email. If you already have an Alerts email address on file, it will be sent to that address. The Payment Due alert will not be sent if you have scheduled a payment. You can update your preferences at any time. | Al inscribir esta dirección de email en el Programa Paperless Statements, también recibirá un mensaje de email de Pago Adeudado mensual. Si ya tiene registrada una dirección de email para Alertas, lo recibirá en esa dirección. La alerta de Pago Adeudado no se enviará si usted tiene un pago programado. Puede actualizar sus preferencias en cualquier momento. |                                        |                                             |                |                          |        | Appears if the user is enrolled in Paperless Statements                                                             |
|                                             |   |   | Text/Link          | By clicking Authorize, you agree to the <a href="#">Terms and Conditions</a> .                                                                                                                                                                                                                                         | Al hacer clic en Autorizar, usted acepta los <a href="#">Términos y condiciones</a> .                                                                                                                                                                                                                                                                                  |                                        |                                             |                |                          |        | Link points to Content Modal, Online Bill Pay Terms and Conditions                                                  |
|                                             |   |   | Heading            | Online Bill Pay Authorization                                                                                                                                                                                                                                                                                          | Autorización para Pago de Facturas en Línea                                                                                                                                                                                                                                                                                                                            |                                        |                                             |                |                          |        | Appears if the user has not yet enrolled in Online Bill Pay                                                         |
|                                             |   |   | Text               | Note: No funds will be transferred at this time. Setting up Online Bill Payment authorizes your bank to transfer funds from your account only when you complete a payment request each month.                                                                                                                          | Nota: En este momento no se transferirán fondos. Establecer el Pago de Facturas en Línea autoriza a su banco a transferir fondos de su cuenta solo cuando usted completa una solicitud de pago cada mes.                                                                                                                                                               |                                        |                                             |                |                          |        | Appears if the user has not yet enrolled in Online Bill Pay                                                         |
|                                             |   |   | Button (Primary)   | <a href="#">Authorize</a>                                                                                                                                                                                                                                                                                              | <a href="#">Autorizar</a>                                                                                                                                                                                                                                                                                                                                              | Authorize and add this payment source. | Autorizar y agregar esta fuente de pago.    |                |                          |        |                                                                                                                     |
|                                             |   |   | Button (Secondary) | <a href="#">Cancel</a>                                                                                                                                                                                                                                                                                                 | <a href="#">Cancelar</a>                                                                                                                                                                                                                                                                                                                                               | Cancel adding payment source.          | Cancelar el agregado de una fuente de pago. |                |                          |        |                                                                                                                     |
| FUSION: PAYMENT SOURCE MODULE, CONFIRMATION |   |   |                    |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                        |                                        |                                             |                |                          |        |                                                                                                                     |
| D                                           | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                         | ADA                                    | ADA (SPANISH)                               | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                               |
|                                             |   |   | Heading            | Add a Payment Source                                                                                                                                                                                                                                                                                                   | Agregar una Fuente de Pago                                                                                                                                                                                                                                                                                                                                             |                                        |                                             |                |                          |        | Conditional depending on how the user accessed the module<br><br>Element should be implemented as Page Title module |



|  |  |  |                    |                                                                                       |                                                                                                                    |                                          |                                              |  |  |  |                                                                                                                     |
|--|--|--|--------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------|----------------------------------------------|--|--|--|---------------------------------------------------------------------------------------------------------------------|
|  |  |  | Heading            | Make a Payment                                                                        | Efectuar un Pago                                                                                                   |                                          |                                              |  |  |  | Conditional depending on how the user accessed the module<br><br>Element should be implemented as Page Title module |
|  |  |  | Checkmark Image    |                                                                                       |                                                                                                                    | (Decorative image, no alt text required) | Imagen decorativa, no se requiere texto alt. |  |  |  |                                                                                                                     |
|  |  |  | Heading            | You’ve Added a Payment Source                                                         | Has agregado una Fuente de Pago                                                                                    |                                          |                                              |  |  |  |                                                                                                                     |
|  |  |  | Dynamic Text       | You can start making payment[s] immediately.                                          | Puedes empezar a efectuar pagos de inmediato.                                                                      |                                          |                                              |  |  |  |                                                                                                                     |
|  |  |  | Text               | Other updates:                                                                        | Otras actualizaciones:                                                                                             |                                          |                                              |  |  |  | Appears if user added Paperless                                                                                     |
|  |  |  | Checkmark Image    |                                                                                       |                                                                                                                    | (Decorative image, no alt text required) | Imagen decorativa, no se requiere texto alt. |  |  |  | Appears if user enrolled in Paperless                                                                               |
|  |  |  | Text               | Enrolled in Paperless Statements and Letters for [Card/Program Name] Ending in [XXXX] | Se inscribió en el Programa Paperless Statements y Letters para [Nombre de Tarjeta/Programa] que termina en [XXXX] |                                          |                                              |  |  |  | Appears if user enrolled in Paperless, but was previous enrolled in neither service                                 |
|  |  |  | Text               | Enrolled in Paperless Statements for [Card/Program Name] Ending in [XXXX]             | Se inscribió en el Programa Paperless Statements para [Nombre de Tarjeta/Programa] que termina en [XXXX]           |                                          |                                              |  |  |  | Appears if user enrolled in Paperless, but was previously enrolled in Letters                                       |
|  |  |  | Text               | Enrolled in Paperless Letters for [Card/Program Name] Ending in [XXXX]                | Se inscribió en el Programa Paperless Letters para [Nombre de Tarjeta/Programa] que termina en [XXXX]              |                                          |                                              |  |  |  | Appears if user enrolled in Paperless, but was previously enrolled in Statements                                    |
|  |  |  | Text               | Added payment source to [Card/Program Name] Ending in [XXXX]                          | Se agregó fuente de pago a [Card/Program Name] que termina en [XXXX]                                               |                                          |                                              |  |  |  | Appears once for each card the user linked to the payment source                                                    |
|  |  |  | Checkmark Image    |                                                                                       |                                                                                                                    | (Decorative image, no alt text required) | Imagen decorativa, no se requiere texto alt. |  |  |  | Appears if user updated their email address                                                                         |
|  |  |  | Dynamic Text       | Updated your email address                                                            | Se actualizó su dirección de email                                                                                 |                                          |                                              |  |  |  | Appears if user updated their email address                                                                         |
|  |  |  | Button (Primary)   | Make a Payment                                                                        | Efectuar un Pago                                                                                                   |                                          |                                              |  |  |  |                                                                                                                     |
|  |  |  | Button (Secondary) | Manage Payment Sources                                                                | Administrar Fuentes de Pago                                                                                        |                                          |                                              |  |  |  |                                                                                                                     |

| FUSION: MAKE A PAYMENT MODULE: TAKEOVER MESSAGE, NO PAYMENT SOURCE AVAILABLE |   |   |         |                                                                          |                                                                                    |                             |                                         |                |                          |        |                                                                               |
|------------------------------------------------------------------------------|---|---|---------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------|-----------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------|
| D                                                                            | T | M | ELEMENT | COPY                                                                     | COPY (SPANISH)                                                                     | ADA                         | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                         |
|                                                                              |   |   | Heading | Need to Make a Payment?                                                  | ¿Necesitas Efectuar un Pago?                                                       |                             |                                         |                |                          |        |                                                                               |
|                                                                              |   |   | Text    | You don't currently have a valid payment source on file. Please add one. | Actualmente no tienes una fuente de pago válida registrada. Por favor, agrega una. | Link opens in a new window. | El enlace se abre en una ventana nueva. |                |                          |        | CIL error code 5051<br><br>Conditional: User has no available Payment Source. |
|                                                                              |   |   | Button  | <a href="#">Add a Payment Source</a>                                     | <a href="#">Agregar una Fuente de Pago</a>                                         |                             |                                         |                |                          |        | Links to Add a Payment Source Module                                          |



Fusion 7 White Label Standard

# Manage Payment Sources

Wireframe: Manage Payment Sources, Large View

Manage Payment Sources

1

Payment Sources

2

ACCOUNT NAME

Bank of America Checking

STATUS

Default, Active

★

ABA ROUTING NUMBER

●●●●●●6401

BANK ACCOUNT NUMBER

●●●●●●1234

ACCOUNT TYPE

Checking

3

This payment source is added to other cards:

[Partner Provided Card Name] Ending in 5678

This payment source is eligible to be added to these other cards:

[Partner Provided Card Name] Ending in 0123

[Partner Provided Card Name] Ending in 5678

4

5

Delete

Edit

6

1

Unavailable for payment

ACCOUNT NAME

Bank of America Checking

STATUS

Active

ABA ROUTING NUMBER

●●●●●●6401

BANK ACCOUNT NUMBER

●●●●●●5687

ACCOUNT TYPE

Checking

This payment source is added to other cards:

[Partner Provided Card Name] Ending in 5678

This payment source is eligible to be added to these other cards:

[Partner Provided Card Name] Ending in 1234

Delete

Edit

7

Add New Source

+

Page Notes

Module Type: Transactional Module

This is the Manage Payment Sources process page. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element              | Action                                                                                                                                                                            | Notes                                                                                       |
|-----|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 1   | Header               | None                                                                                                                                                                              | Element implemented as a Page Title module                                                  |
| 2   | Account Name         | None                                                                                                                                                                              | Display user-generated nickname; if user does not provide a nickname, display default value |
| 3   | Source is Added      | None                                                                                                                                                                              | Conditional: appears if the payment source has been added to other cards                    |
| 4   | Eligible to Add Copy | None                                                                                                                                                                              | Conditional: appears if the payment source is eligible to add to other cards                |
| 5   | Delete Button        | onClick displays Delete Confirmation Modal<br><br>The payment source cannot be deleted if it is used for AutoPay or has a Processing Payment; display the Unable to Delete Modal. |                                                                                             |
| 6   | Edit Button          | onClick displays edit mode                                                                                                                                                        | See Wireframe, Manage Payment Source - Edit                                                 |
| 7   | Add New Source Link  | onClick displays Add a Payment Source process page                                                                                                                                | Does not display if maximum number of payment sources has been reached                      |

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Wireframe: Manage Payment Sources, Extra Small View

# Manage Payment Sources

Payment Sources

ACCOUNT NAME

Bank of America Checking

STATUS

Default, Active

ABA ROUTING NUMBER

●●●●●●6401

BANK ACCOUNT NUMBER

●●●●●●5687

ACCOUNT TYPE

Checking

This payment source is added to other cards:  
[Partner Provided Card Name]  
Ending in 5678

This payment source is eligible to be added to your other cards:  
[Partner Provided Card Name]  
Ending in 0123  
[Partner Provided Card Name]  
Ending in 5678

Delete

Edit

Ending in 5678

Delete

Edit

Unavailable for payment

ACCOUNT NAME

My Account

STATUS

Inactive

ABA ROUTING NUMBER

●●●●●●6401

BANK ACCOUNT NUMBER

●●●●●●5687

ACCOUNT TYPE

Checking

This payment source is added to other cards:  
[Partner Provided Card] Ending in 5678

This payment source is eligible to be added to your other cards:  
[Partner Provided Card Naem]  
Ending in 0123

Delete

Edit

Add New Source +

Page Notes

Module Type: Transactional Module

This is the Manage Payment Sources process page. Content and interactions are consistent across all breakpoints.

Wireframe: Manage Payment Sources - Edit, Large View

Manage Payment Sources

Payment Sources

ACCOUNT NAME

Bank of America Checking

STATUS

Default, Active

ABA ROUTING NUMBER

●●●●●●6401

BANK ACCOUNT NUMBER

●●●●●●1234

ACCOUNT TYPE

Checking

This payment source is added to other cards:

[Partner Provided Card Name] Ending in 5678

This payment source is eligible to be added to these other cards:

[Partner Provided Card Name] Ending in 0123

[Partner Provided Card Name] Ending in 5678

Delete

Edit

ACCOUNT NAME

2

My Account

3

☐ Set as default payment source

ABA ROUTING NUMBER

●●●●●●6401

BANK ACCOUNT NUMBER

●●●●●●5687

ACCOUNT TYPE

Checking

This payment source is added to other cards:

[Partner Provided Card Name] Ending in 5678

Add this payment source to other cards:

4

☐ [Partner Provided Card Name] Ending in 5678

☐ [Partner Provided Card Name] Ending in 9012

5

Cancel

6

Save

Add New Source

+

Page Notes

Module Type: Transactional Module

This is the edit state of the Manage Payment Sources process page. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                                | Action                                                                                                                                                            | Notes                                                                                                                             |
|-----|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 1   | Delete and Edit Buttons                | When the user accesses the edit view of one of the payment sources, the other Delete and Edit buttons for all other payment sources on the screen become inactive |                                                                                                                                   |
| 2   | Form Field                             | onFocus activates the field; when the user exits the field validates the data for formatting; if an error is found then displays a form field error               |                                                                                                                                   |
| 3   | Set as Default Payment Source Checkbox | onClick selects or deselects the default status of the bank account; user can have only one bank account set as the default payment source                        | Checkbox does not appear in edit mode when user only has one bank account or for the account that is currently set as the default |
| 4   | Available to Other Cards (Optional)    | onClick selects or deselects the checkbox to associate payment source with selected account                                                                       | Field only appears if the user has more than one card                                                                             |
| 5   | Cancel Button                          | onClick exits edit mode without saving changes                                                                                                                    |                                                                                                                                   |
| 6   | Save Button                            | onClick validates fields; if valid saves changes and exits edit mode                                                                                              |                                                                                                                                   |

Wireframe: Manage Payment Sources - Edit, Extra Small View

Header Button

Manage Payment Sources

Payment Sources

ACCOUNT NAME

Bank of America Checking

STATUS

Default, Active

ABA ROUTING NUMBER

.....6401

BANK ACCOUNT NUMBER

.....5687

ACCOUNT TYPE

Checking

This payment source is added to other cards:

[Partner Provided Card Name] Ending in 5678

This payment source is eligible to be added to your other cards:

[Partner Provided Card Name] Ending in 0123

[Partner Provided Card Name] Card Ending in 5678

Delete

Edit

[Partner Provided Card Name] Ending in 0123

[Partner Provided Card Name] Card Ending in 5678

Delete

Edit

ACCOUNT NAME

My Account

☐ Set as default payment source

ABA ROUTING NUMBER

.....6401

BANK ACCOUNT NUMBER

.....5687

ACCOUNT TYPE

Checking

This payment source is added to other cards:

[Partner Provided Card Name] Ending in 5678

Add this payment source to other cards:

☐ [Partner Provided Card Name] Ending in 5678

☐ [Partner Provided Card Name] Ending in 9012

Cancel

Save

Add New Source +

Page Notes

Module Type: Transactional Module

This is the edit state of the Manage Payment Sources process page. Content and interactions are consistent across all breakpoints.

| FUSION: MANAGE PAYMENT SOURCES MODULE |   |   |              |                                                             |                                                                  |     |               |                |                          |        |                                                                                                                        |
|---------------------------------------|---|---|--------------|-------------------------------------------------------------|------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------|
| D                                     | T | M | ELEMENT      | COPY                                                        | COPY (SPANISH)                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                  |
|                                       |   |   | Header       | Manage Payment Sources                                      | Administrar Fuentes de Pago                                      |     |               |                |                          |        | Element should be implemented as Page Title module                                                                     |
|                                       |   |   | Sub-Header   | Payment Sources                                             | Fuentes de pago                                                  |     |               |                |                          |        |                                                                                                                        |
|                                       |   |   | Table Header | ACCOUNT NAME                                                | NOMBRE DE LA CUENTA                                              |     |               |                |                          |        | Appears once for each payment account on file                                                                          |
|                                       |   |   | Dynamic Data | [Nickname or default]                                       |                                                                  |     |               |                |                          |        | Appears once for each payment account on file                                                                          |
|                                       |   |   | Table Header | STATUS                                                      | ESTATUS                                                          |     |               |                |                          |        | Appears once for each payment account on file                                                                          |
|                                       |   |   | Dynamic Data | [Default, Active, Inactive]                                 | [Predeterminada, Activa, Inactiva]                               |     |               |                |                          |        | Appears once for each payment account on file                                                                          |
|                                       |   |   | Table Header | ABA ROUTING NUMBER                                          | NÚMERO DE PROCESAMIENTO ABA                                      |     |               |                |                          |        |                                                                                                                        |
|                                       |   |   | Dynamic Data | [XXXXXXXXXX]                                                |                                                                  |     |               |                |                          |        |                                                                                                                        |
|                                       |   |   | Table Header | BANK ACCOUNT NUMBER                                         | NÚMERO DE CUENTA BANCARIA                                        |     |               |                |                          |        | Appears once for each payment account on file                                                                          |
|                                       |   |   | Dynamic Data | [XXXXXXXXXX]                                                |                                                                  |     |               |                |                          |        | Appears once for each payment account on file<br><br>Masking rules apply                                               |
|                                       |   |   | Table Header | ACCOUNT TYPE                                                | TIPO DE CUENTA                                                   |     |               |                |                          |        | Appears once for each payment account on file                                                                          |
|                                       |   |   | Dynamic Data | [Account type]                                              | [Account type]                                                   |     |               |                |                          |        | Appears once for each payment account on file                                                                          |
|                                       |   |   | Text         | This payment source is added to other cards:                | Esta fuente de pago se agregó a otras tarjetas:                  |     |               |                |                          |        | Appears if the payment source is currently linked to multiple cards that the user manages through their online account |
|                                       |   |   | Dynamic Data | [Card/Program Name] Ending in [XXXX]                        | [Nombre de Tarjeta/Programa] que termina en [XXXX]               |     |               |                |                          |        | Appears if the payment source is currently linked to multiple cards that the user manages through their online account |
|                                       |   |   | Text         | This payment source is eligible to be added to other cards: | Esta fuente de pago es elegible para agregarse a otras tarjetas: |     |               |                |                          |        | Appears if the user has multiple cards, and the cards are eligible to be linked                                        |



|                                            |   |   |              |                                      |                                                    |     |               |                |                          |        |                                                                                        |
|--------------------------------------------|---|---|--------------|--------------------------------------|----------------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------------------------------------------------------|
|                                            |   |   | Dynamic Data | [Card/Program Name] Ending in [XXXX] | [Nombre de Tarjeta/Programa] que termina en [XXXX] |     |               |                |                          |        | If user has multiple cards, appears once for each card user selected                   |
|                                            |   |   | Button       | Delete                               | Eliminar                                           |     |               |                |                          |        | Appears once for each payment account on file<br><br>Display confirmation notification |
|                                            |   |   | Button       | Edit                                 | Editar                                             |     |               |                |                          |        | Appears once for each payment account on file                                          |
|                                            |   |   | Text         | Unavailable for Payment              | No Disponible para Pagos                           |     |               |                |                          |        | Conditional: The source of payment is not valid                                        |
|                                            |   |   | Link         | Add New Source                       | Agregar nueva fuente                               |     |               |                |                          |        | Appears if user has not already added the maximum number of payment sources            |
| FUSION: PAYMENT SOURCES MODULE, EDIT STATE |   |   |              |                                      |                                                    |     |               |                |                          |        |                                                                                        |
| D                                          | T | M | ELEMENT      | COPY                                 | COPY (SPANISH)                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                  |
|                                            |   |   | Header       | Manage Payment Sources               | Administrar Fuentes de Pago                        |     |               |                |                          |        | Element should be implemented as Page Title module                                     |
|                                            |   |   | Sub-Header   | Payment Sources                      | Fuentes de pago                                    |     |               |                |                          |        |                                                                                        |
|                                            |   |   | Table Header | Account Name                         | Nombre de la cuenta                                |     |               |                |                          |        |                                                                                        |
|                                            |   |   | Text Field   | [Nickname or default]                |                                                    |     |               |                |                          |        |                                                                                        |
|                                            |   |   | Checkbox     | Set as default payment source        | Establecer como fuente de pago predeterminada      |     |               |                |                          |        | Appears if user has multiple payment sources                                           |
|                                            |   |   | Table Header | ABA ROUTING NUMBER                   | NÚMERO DE PROCESAMIENTO ABA                        |     |               |                |                          |        |                                                                                        |
|                                            |   |   | Dynamic Data | [XXXXXXXXXX]                         |                                                    |     |               |                |                          |        |                                                                                        |
|                                            |   |   | Table Header | BANK ACCOUNT NUMBER                  | NÚMERO DE CUENTA BANCARIA                          |     |               |                |                          |        |                                                                                        |
|                                            |   |   | Dynamic Data | [XXXXXXXXXX]                         |                                                    |     |               |                |                          |        |                                                                                        |
|                                            |   |   | Table Header | ACCOUNT TYPE                         | TIPO DE CUENTA                                     |     |               |                |                          |        |                                                                                        |
|                                            |   |   | Dynamic Data | [Account type]                       | [Account type]                                     |     |               |                |                          |        |                                                                                        |

|                                              |   |   |                    |                                                                                                                              |                                                                                                                    |                                          |                                                 |                |                          |        |                                                                                                                        |
|----------------------------------------------|---|---|--------------------|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------|
|                                              |   |   | Text               | This payment source is added to other cards:                                                                                 | Esta fuente de pago se agregó a otras tarjetas:                                                                    |                                          |                                                 |                |                          |        | Appears if the payment source is currently linked to multiple cards that the user manages through their online account |
|                                              |   |   | Dynamic Data       | [Card/Program Name] Ending in [XXXX]                                                                                         | [Nombre de Tarjeta/Programa] que termina en [XXXX]                                                                 |                                          |                                                 |                |                          |        | Appears if the payment source is currently linked to multiple cards that the user manages through their online account |
|                                              |   |   | Text               | Add this payment source to other cards:                                                                                      | Agrega esta fuente de pago a otras tarjetas:                                                                       |                                          |                                                 |                |                          |        | Appears if the user has multiple cards                                                                                 |
|                                              |   |   | Dynamic Checkbox   | [Card/Program Name] Ending in [XXXX]                                                                                         | [Nombre de Tarjeta/Programa] que termina en [XXXX]                                                                 |                                          |                                                 |                |                          |        | If user has multiple cards, appears once for each card user selected                                                   |
|                                              |   |   | Button (Primary)   | Save                                                                                                                         | Guardar                                                                                                            | Save changes to payment source.          | Guardar cambios en la fuente de pago.           |                |                          |        |                                                                                                                        |
|                                              |   |   | Button (Secondary) | Cancel                                                                                                                       | Cancelar                                                                                                           | Cancel making changes to payment source. | Cancelar realizar cambios en la fuente de pago. |                |                          |        |                                                                                                                        |
| FUSION: PAYMENT SOURCES MODULE, DELETE MODAL |   |   |                    |                                                                                                                              |                                                                                                                    |                                          |                                                 |                |                          |        |                                                                                                                        |
| D                                            | T | M | ELEMENT            | COPY                                                                                                                         | COPY (SPANISH)                                                                                                     | ADA                                      | ADA (SPANISH)                                   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                  |
|                                              |   |   | Text               | Are you sure you want to delete this payment source?                                                                         | ¿Estás seguro de que deseas eliminar esta fuente de pago?                                                          |                                          |                                                 |                |                          |        |                                                                                                                        |
|                                              |   |   | Dynamic Data       | [Payment Source Nickname or Default]                                                                                         |                                                                                                                    |                                          |                                                 |                |                          |        |                                                                                                                        |
|                                              |   |   | Icon               | [Notification Icon]                                                                                                          |                                                                                                                    |                                          |                                                 |                |                          |        | Appears if the user has a scheduled payment                                                                            |
|                                              |   |   | Dynamic Copy       | This payment source has a scheduled payment of \$[XX.XX] that will be cancelled when the source is deleted.                  | Esta fuente de pago tiene un pago programado de \$[XX.XX] que se cancelará cuando la fuente sea eliminada.         |                                          |                                                 |                |                          |        | CIL error codes 5078<br><br>Appears if the user has a scheduled payment                                                |
|                                              |   |   | Text               | Remove from                                                                                                                  | Eliminar de                                                                                                        |                                          |                                                 |                |                          |        |                                                                                                                        |
|                                              |   |   | Checkbox           | [Card/Program Name] Ending in [XXXX]                                                                                         | [Nombre de Tarjeta/Programa] que termina en [XXXX]                                                                 |                                          |                                                 |                |                          |        | Appears once for each card that is being removed                                                                       |
|                                              |   |   | Dynamic Copy       | Note: Any payments that you currently have scheduled for these payment sources will be cancelled when the source is deleted. | Nota: Cualquier pago que tengas programado para estas fuentes de pago se cancelará cuando la fuente sea eliminada. |                                          |                                                 |                |                          |        | Appears if the user has scheduled payments on either of the linked cards                                               |



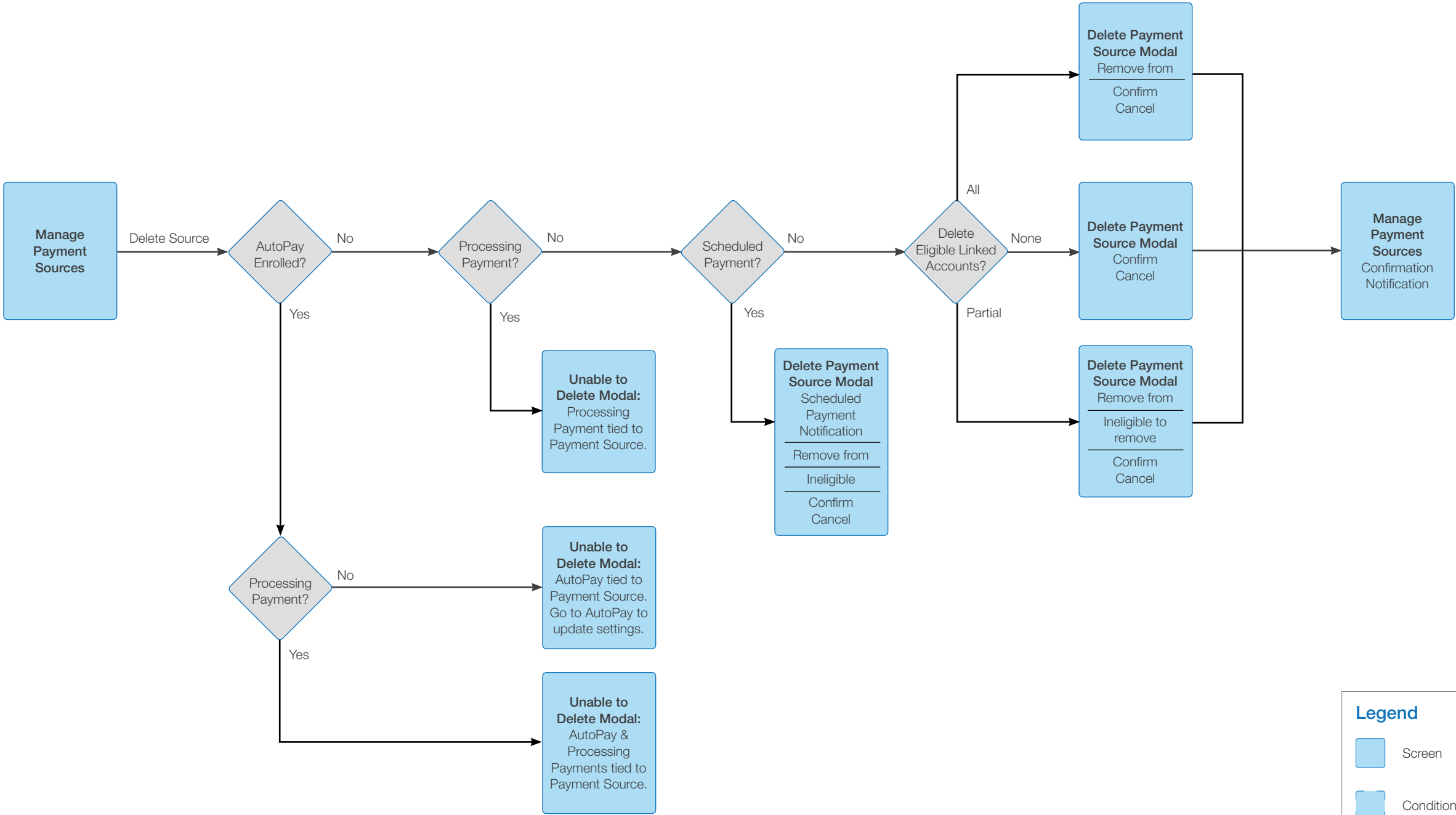
|                                                  |   |   |                    |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                           |                                 |                                               |                |                          |        |                                                                                                                                                  |
|--------------------------------------------------|---|---|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                  |   |   | Text               | Unable to remove from                                                                                                                                                                                                      | No es posible eliminar de                                                                                                                                                                                                                 |                                 |                                               |                |                          |        | Appears if the user has other card(s) for which the payment source has a processing payment or is enrolled in AutoPay                            |
|                                                  |   |   | Checkbox           | [Card/Program Name] Ending in [XXXX]                                                                                                                                                                                       | [Nombre de Tarjeta/Programa] que termina en [XXXX]                                                                                                                                                                                        |                                 |                                               |                |                          |        | Appears once for each card that is enrolled in AutoPay or cannot be deleted                                                                      |
|                                                  |   |   | Text               | This payment source is currently enrolled to make automatic payments. To delete this source from your account, you must update your AutoPay settings.                                                                      | Esta fuente de pago actualmente está inscrita para efectuar pagos automáticos. Para eliminar esta fuente de tu cuenta, debes actualizar tu configuración de AutoPay.                                                                      |                                 |                                               |                |                          |        | CIL error code 5077<br><br>Appears if the user has other card(s) for which the payment source has a processing payment or is enrolled in AutoPay |
|                                                  |   |   | Button (Primary)   | Cancel                                                                                                                                                                                                                     | Cancelar                                                                                                                                                                                                                                  | Cancel deleting payment source. | Cancelar la eliminación de la fuente de pago. |                |                          |        |                                                                                                                                                  |
|                                                  |   |   | Button (Secondary) | Delete                                                                                                                                                                                                                     | Eliminar                                                                                                                                                                                                                                  | Delete payment source.          | Eliminar fuente de pago.                      |                |                          |        |                                                                                                                                                  |
| FUSION: PAYMENT SOURCES MODULE, UNABLE TO DELETE |   |   |                    |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                           |                                 |                                               |                |                          |        |                                                                                                                                                  |
| D                                                | T | M | ELEMENT            | COPY                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                            | ADA                             | ADA (SPANISH)                                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                            |
|                                                  |   |   | Text               | You cannot delete this payment source                                                                                                                                                                                      | No puedes eliminar esta fuente de pago                                                                                                                                                                                                    |                                 |                                               |                |                          |        |                                                                                                                                                  |
|                                                  |   |   | Text               | This payment source is currently enrolled to make automatic payments. To delete this source from your account, you must update your AutoPay settings.                                                                      | Esta fuente de pago actualmente está inscrita para efectuar pagos automáticos. Para eliminar esta fuente de tu cuenta, debes actualizar tu configuración de AutoPay.                                                                      |                                 |                                               |                |                          |        | Conditional Content. Appears if the user is enrolled in AutoPay<br><br>CIL Error Code 5077                                                       |
|                                                  |   |   | Text               | This payment source has a processing payment. To delete this source from your account, you must wait for the payment to post.                                                                                              | Esta fuente de pago tiene un pago en proceso. Para eliminar esta fuente de tu cuenta, debes esperar a que el pago se registre.                                                                                                            |                                 |                                               |                |                          |        | CIL error code 5076<br><br>Conditional Content. Appears of the user has a proceessing payment                                                    |
|                                                  |   |   | Text               | This payment source is currently enrolled to make automatic payments, and has a processing payment. To delete this source from your account, you must wait for the payment to post, and then update your AutoPay settings. | Esta fuente de pago actualmente está inscrita para efectuar pagos automáticos y tiene un pago en proceso. Para eliminar esta fuente de tu cuenta, debes esperar a que el pago se registre y luego actualizar tu configuración de AutoPay. |                                 |                                               |                |                          |        | CIL Error Codes 5076, 5077<br><br>Conditional Content. Appears of the user is enrolled in AutoPay, and has a processing payment                  |

|                                                                              |   |   |                     |                                                                          |                                                                                    |                    |                      |                |                          |        |                                                                           |
|------------------------------------------------------------------------------|---|---|---------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------|--------------------|----------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------|
|                                                                              |   |   | Button<br>(Primary) | Close                                                                    | Cerrar                                                                             | Close this dialog. | Cerrar este diálogo. |                |                          |        |                                                                           |
| FUSION: MAKE A PAYMENT MODULE: TAKEOVER MESSAGE, NO PAYMENT SOURCE AVAILABLE |   |   |                     |                                                                          |                                                                                    |                    |                      |                |                          |        |                                                                           |
| D                                                                            | T | M | ELEMENT             | COPY                                                                     | COPY (SPANISH)                                                                     | ADA                | ADA (SPANISH)        | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                     |
|                                                                              |   |   | Table Header        | Need to Make a Payment?                                                  | ¿Necesitas Efectuar un Pago?                                                       |                    |                      |                |                          |        |                                                                           |
|                                                                              |   |   | Text                | You don't currently have a valid payment source on file. Please add one. | Actualmente no tienes una fuente de pago válida registrada. Por favor, agrega una. |                    |                      |                |                          |        | CIL error code 5051<br>Conditional: User has no available Payment Source. |
|                                                                              |   |   | Button              | Add a Payment Source                                                     | Agregar una Fuente de Pago                                                         |                    |                      |                |                          |        | Links to Add a Payment Source Module                                      |

Fusion 7 White Label Standard

# Delete Payment Source

# User Flow: Delete Payment Source



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

Off Page Reference

\*

Required

Wireframe: Delete Payment Source Verification Modal - All, Large View

Are you sure you want to delete this payment source?

Bank of America Checking  
Account ending in 1234

Remove from

☐ [Partner Provided Card Name]  
Ending in 5678

☐ [Partner Provided Card Name]  
Ending in 9012

☐ [Partner Provided Card Name]  
Ending in 9012

1

Cancel

Delete

2

Page Notes

Module Type: Transactional Module

This is the Delete Verification modal that appears when the user clicks Delete on the Manage Payment Sources page. It shows the condition of having linked accounts eligible for deletion. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element       | Action                                                                                                                      | Notes                                             |
|-----|---------------|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| 1   | Cancel Button | onClick dismisses the modal                                                                                                 |                                                   |
| 2   | Delete Button | onClick deletes the Payment Source and returns user to the Manage Payment Sources page with a status notification displayed | See Wireframe: Manage Payment Sources, Large View |

Wireframe: Delete Payment Source Verification Modal - Partial (Scheduled Payment, Linked Accounts), Large View

Are you sure you want to delete this payment source from your account?

1

Bank of America Checking  
Account ending in 1234

2

i

Lorem ipsum **Scheduled Payment** consectetur adipiscing. Quisque viverra sed risus eu gravida. Nulla lobortis, massa nec ultrices laoreet, nisl metus comm.

3

Remove from

☐ [Partner Provided Card Name]  
Ending in 5678

☐ [Partner Provided Card Name]  
Ending in 9012

Note: Lorem ipsum consectetur adipiscing viverra sed risus eu gravida. Nulla lobortis, massa nec ultrices laoreet, nisl metus comm.

4

Unavailable to remove from

[Partner Provided Card Name]  
Ending in 1234

Cancel

Delete

Page Notes

Module Type: Transactional Module

This is the Delete Verification modal that appears when the user clicks Delete on the Manage Payment Sources page. It shows the condition of having linked accounts that are eligible and ineligible for deletion. It also shows a Scheduled Payment for the Payment Source. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                | Action                                 | Notes                                                                                    |
|-----|------------------------|----------------------------------------|------------------------------------------------------------------------------------------|
| 1   | Bank Information       | None                                   | Content to confirm the account being deleted                                             |
| 2   | Schedule Payment Alert | None                                   | Content appears if the user has a Scheduled Payment for the payment source being deleted |
| 3   | Remove From Checkbox   | onClick selects and deselects checkbox | Accounts linked to the payment source that are eligible to be deleted                    |
| 4   | Unavailable To Remove  | None                                   | Accounts linked to the payment source that are ineligible to be deleted                  |

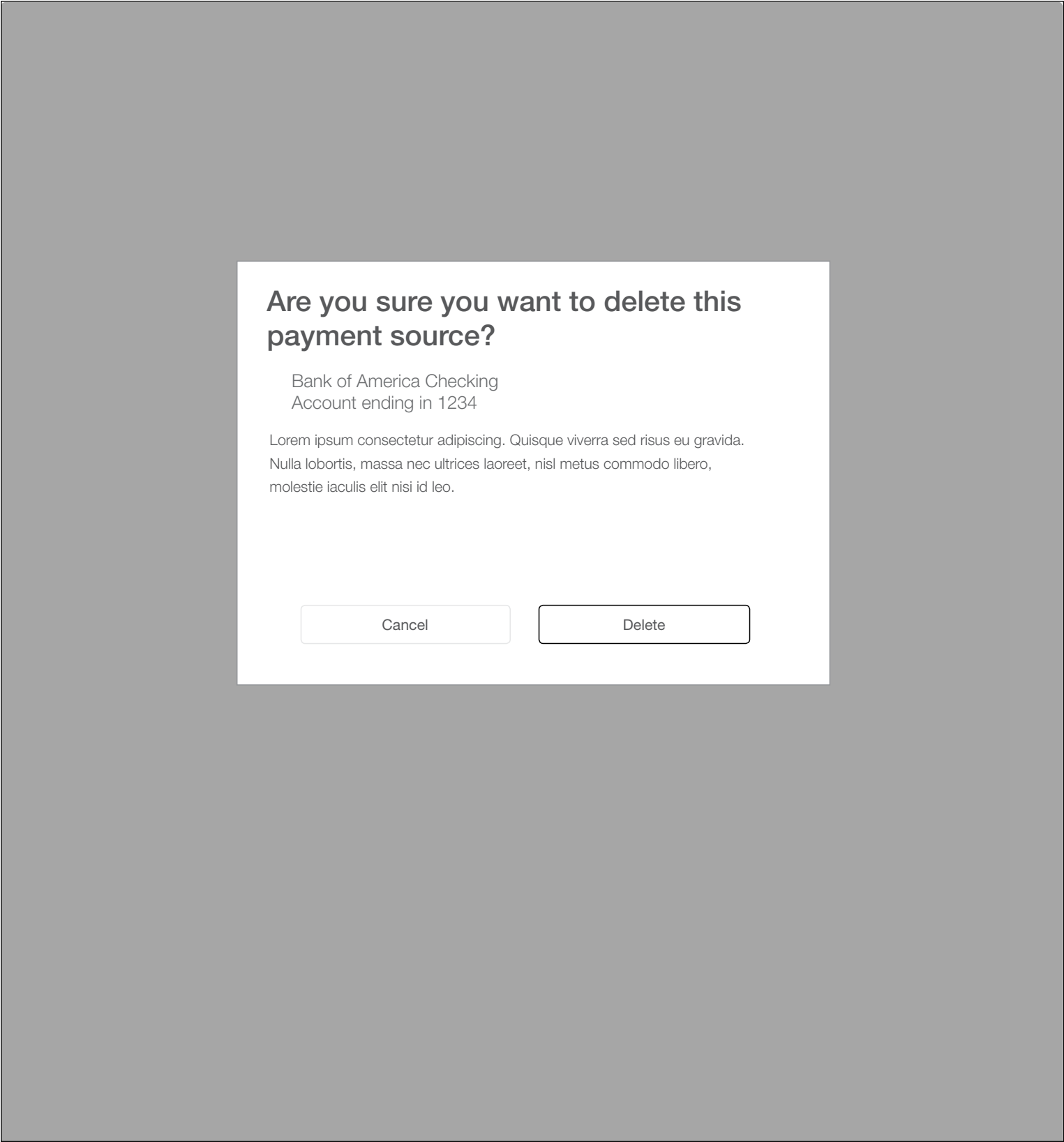
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479



# Wireframe: Delete Payment Source Modal - None, Large View

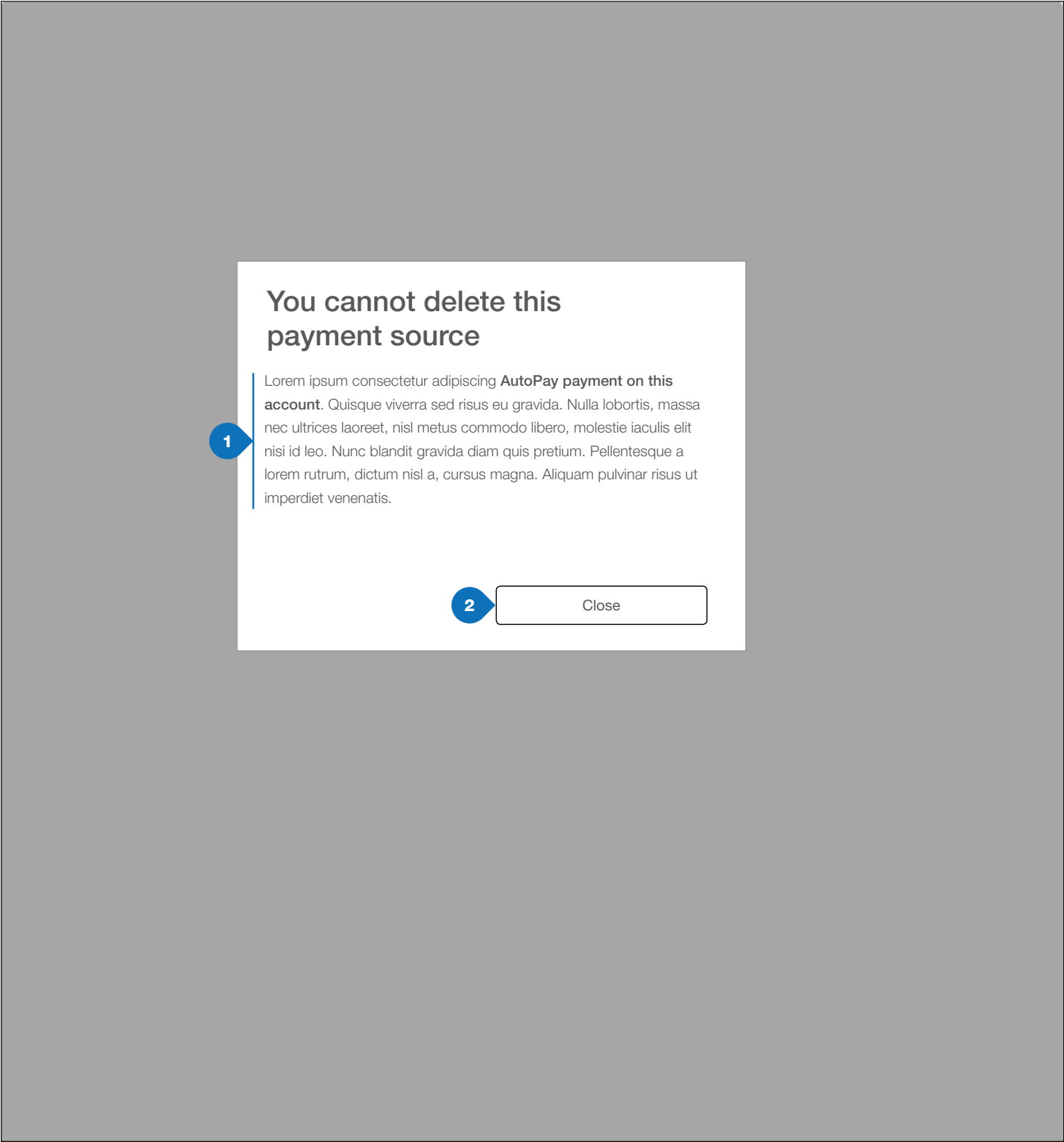


## Page Notes

Module Type: Transactional Module

This is the Delete Verification modal that appears when the user clicks Delete on the Manage Payment Sources page. It shows the condition of having no linked accounts eligible for deletion. Content and interactions are consistent across all breakpoints.

## Wireframe: Delete Payment Source Modal - Unable to Delete, Large View



### Page Notes

Module Type: Informational Module

This is the Unable to Delete modal that appears when the user clicks Delete on the Manage Payment Sources page and the account has AutoPay or a Processing Payment on default account for the payment source. Content and interactions are consistent across all breakpoints.

### Interaction Notes

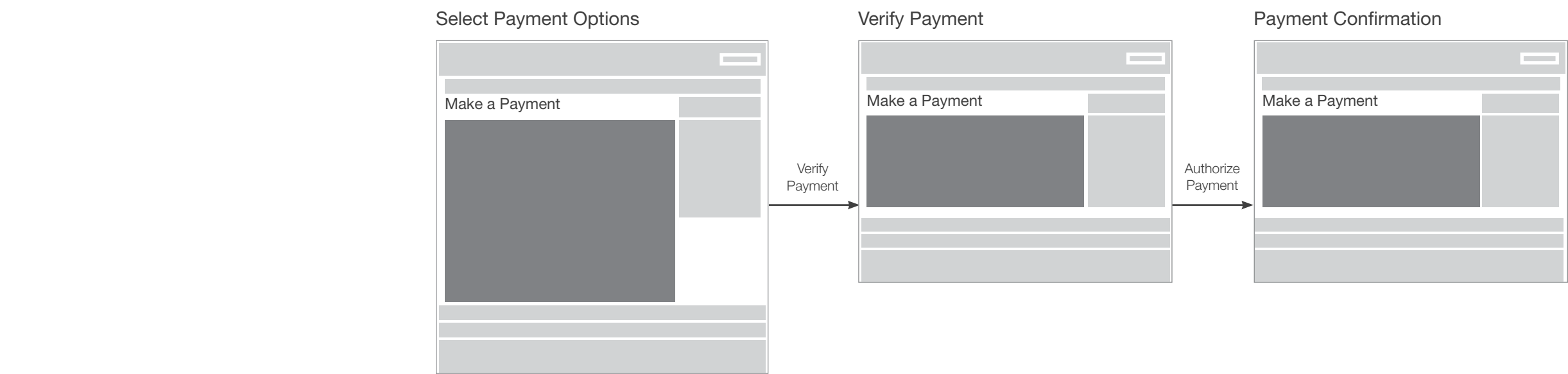
| Key | Element             | Action                                                                 | Notes                                      |
|-----|---------------------|------------------------------------------------------------------------|--------------------------------------------|
| 1   | Conditional Message | None                                                                   | Copy is conditional based on account state |
| 2   | Close Button        | onClick closes modal window and returns user to Manage Payment Sources |                                            |



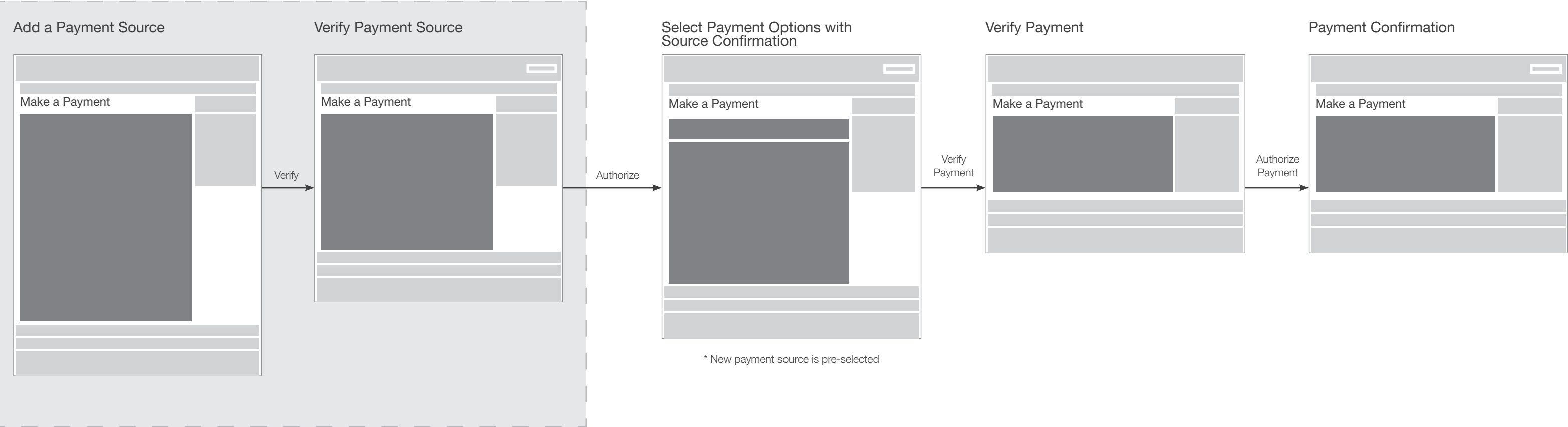
| FUSION: UPCOMING PAYMENTS MODULE, DELETE PAYMENT DIALOG MODAL |   |   |         |                                               |                                                 |                               |                                       |                |                          |        |       |
|---------------------------------------------------------------|---|---|---------|-----------------------------------------------|-------------------------------------------------|-------------------------------|---------------------------------------|----------------|--------------------------|--------|-------|
| D                                                             | T | M | ELEMENT | COPY                                          | COPY (SPANISH)                                  | ADA                           | ADA (SPANISH)                         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                               |   |   | Heading | Are you sure you want to delete this payment? | ¿Estás seguro de que deseas eliminar este pago? |                               |                                       |                |                          |        |       |
|                                                               |   |   | Button  | Cancel                                        | Cancelar                                        | Cancel deleting this payment. | Cancelar la eliminación de este pago. |                |                          |        |       |
|                                                               |   |   | Button  | Delete Payment                                | Eliminar pago                                   |                               |                                       |                |                          |        |       |

Fusion 7 White Label Standard

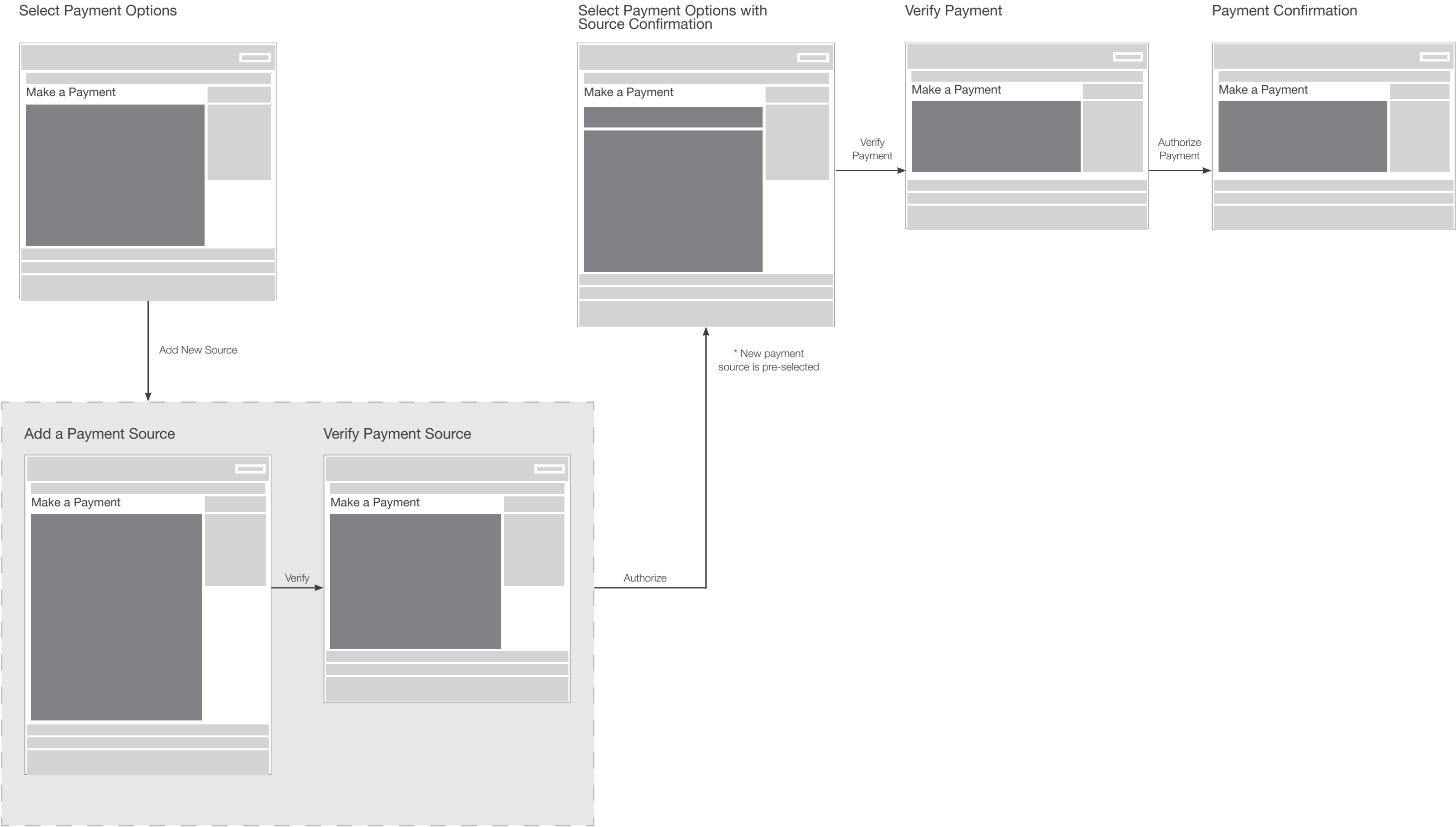
# Make a Payment with Options Module



# User Flow: Make a Payment, No Payment Source (Initial State)



# User Flow: Make a Payment with Add New Source



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| Key | Element                           | Action                                                                                                                                                                                                                               | Notes                                                                                                                                                                                                                                                 |
|-----|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Confirmation Message              | None                                                                                                                                                                                                                                 | Notification is conditional and appears if the user added a payment source                                                                                                                                                                            |
| 2   | Payment To                        | onLoad displays card selected for payment                                                                                                                                                                                            |                                                                                                                                                                                                                                                       |
| 3   | Account Summary                   | onLoad displays due date and scheduled payments                                                                                                                                                                                      | Scheduled Payment only appears if the user has a scheduled payment                                                                                                                                                                                    |
| 4   | Payment Source Radio Buttons      | onLoad selects default Payment Source; user may have up to 5 payment sources; radio button is disabled if the Payment Source is invalid                                                                                              |                                                                                                                                                                                                                                                       |
| 5   | Add New Source Link               | onClick displays the Add a Payment Source process page                                                                                                                                                                               | Conditional content: will not appear if the user has already added maximum number of payment sources<br><br><i>See Wireframe: Add Payment Source, Large View</i>                                                                                      |
| 6   | Payment Amount Radio Buttons      | onLoad displays default selection; onClick selects radio button; radio button disabled when option is not available                                                                                                                  |                                                                                                                                                                                                                                                       |
| 7   | Other Amount Text Field           | onClick selects radio button or text field, activates the field                                                                                                                                                                      | A field level error is displayed if the user leaves the field without entering any characters<br><br>If the minimum payment due is less than the partner minimum, the user is allowed to pay the minimum payment due, unless the minimum payment is 0 |
| 8   | Calendar Dropdown and Input Field | onClick activates input field and opens dropdown calendar menu. Input field only available in Large and Extra Large breakpoints                                                                                                      |                                                                                                                                                                                                                                                       |
| 9   | Cancel Button                     | onClick cancels payment and displays Payments landing page                                                                                                                                                                           |                                                                                                                                                                                                                                                       |
| 10  | Make a Payment Button             | onClick checks the client-side data for any formatting errors; if an error is found, displays a form field error. If there are no formatting errors then submits the data and a server side check is performed; display Verify state | <i>See Wireframe: Make a Payment - Verify, Large View</i>                                                                                                                                                                                             |



## Edit a Payment

## Select Your Payment Options

PAYMENT TO

FPO

Payment to [Partner Provided Card Name] Ending in 1234

Payment Due Date XX/XX/XXXX

PAYMENT FROM

☒ My Checking

Account Ending in 1234

☐ My Savings

Account Ending in 8217

Add New Source >

PAYMENT AMOUNT

☐ Minimum Payment Due

\$00.00

☐ Last Statement Balance

\$000.00

☐ Current Balance ⓘ

\$000.00

☒ Other Amount

\$75.00

PAYMENT DATE ⓘ

07/15/2014



Cancel

Update Payment

| Key | Element               | Action                                                                                                                                                                                                                               | Notes                                                                                                                                    |
|-----|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Pre-populated Content | onLoad pre-populates fields with existing payment information                                                                                                                                                                        | The user can edit the Payment From, Payment Amount and Payment Date fields.                                                              |
| 2   | Cancel Button         | onClick dismisses changes and displays the Payments Landing Page                                                                                                                                                                     |                                                                                                                                          |
| 3   | Update Payment Button | onClick checks the client-side data for any formatting errors; if an error is found, displays a form field error. If there are no formatting errors then submits the data and a server side check is performed; display Verify state | See Wireframe: Make a Payment - Payment Options, Large View, and Make a Payment - Calendar, Large View for additional interaction notes. |

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This is a conditional module. If there is no balance on the account, display the no balance takeover message (see copy deck for this information). The module does not appear if the account has legal, lost/stolen, bankrupt, fraud, or charged-off status.



Wireframe: Make a Payment - Calendar, Large View

PAYMENT TO

FPO

Payment to [Partner Provided Card Name] Ending in 1234

Payment Due Date XX/XX/XXXX

You have 0 scheduled payments for a total of \$0.00

PAYMENT FROM

☒ My Checking

Account Ending in 5678

☐ My Savings

Account Ending in 8217

Add New Source >

PAYMENT AMOUNT

☒ Minimum Payment Due

\$00.00

☐ Last Statement Balance

\$000.00

☐ Current Balance ⓘ

\$000.00

☐ Other Amount

\$

PAYMENT DATE ⓘ

1

MM/DD/YYYY

<

JULY 2015

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SUN

MON

TUES

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Make a Payment

Page Notes

Module Type: Transactional Module

Payment date appears as a dropdown, displaying the current month on load.

Interaction Notes

| Key | Element          | Action                                                                                                                                               | Notes                                                                                                                    |
|-----|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| 1   | Date Entry Field | Appears on Large and Extra Large only; current date is selected by default; on Medium, Small and Extra Small breakpoints, user must use date picker. |                                                                                                                          |
| 2   | Selected Date    | onClick selects the date and closes the dropdown; the new date is reflected in the Payment Date.                                                     | Only available dates, including days with an existing scheduled payment, can be selected. Unavailable dates are disabled |
| 3   | Due Date         | None                                                                                                                                                 | Visually indicated                                                                                                       |
| 4   | Disclosure       | None                                                                                                                                                 |                                                                                                                          |

Wireframe: Make a Payment - Calendar, Extra Small View

Minimum Payment Due

\$25.00

Last Statement Balance

\$363.75

Current Balance

\$705.63

Other Amount

\$

PAYMENT DATE

MM/DD/YYYY

<

JULY 2015

>

SUN

MON

TUES

WED

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FRI

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fugiam adigenderit ped maximpe rumquatur.

Page Notes

Module Type: Transactional Module  
Payment date appears as a dropdown; on load, display the current date

Interaction Notes

| Key | Element     | Action                                               | Notes |
|-----|-------------|------------------------------------------------------|-------|
| 1   | Date Picker | The user must select date using the date picker only |       |

Wireframe: Make a Payment - Verify, Large View

Make a Payment

Authorize Your Payment Below

PAYMENT TO

[Partner Provided Card Name]

Account Ending in 1234

PAYMENT FROM

My Checking

Account Ending in 5678

PAYMENT AMOUNT

\$00.00

PAYMENT DATE

MM/DD/YYYY

< Edit Payment Details

Etiam porta sem malesuada magna mollis euismod. Nullam id dolor id nibh ultricies vehicula ut id elit.

Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis vestibulum.

Cancel

Authorize

Page Notes

Module Type: Transactional Module

This is the updated Verify view of the Make a Payment with Options Module. Display this page for users who entered the flow through the Report a Lost or Stolen Card Module. Content and interactions are consistent across all breakpoints. Module does not display if the account has bankrupt, charged-off, legal, lost & stolen or fraud status. If the module fails to load, display Module Failure.

Interaction Notes

| Key | Element              | Action                                                                                                                                                       | Notes                                                                      |
|-----|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| 1   | Dynamic Text         | onLoad displays options selected on previous page of the flow                                                                                                |                                                                            |
| 2   | Edit Payment Details | onClick displays Make a Payment - Payment Options with fields pre-populated                                                                                  | See Wireframe: Make a Payment - Payment Options, Large View                |
| 3   | Cancel Button        | onClick dismisses process and displays Payments Landing Page                                                                                                 | See Wireframe: Cancel Confirmation Modal, Large View                       |
| 4   | Authorize Button     | If user entered Make a Payment flow through Report Lost or Stolen Card module, onClick displays Report Lost or Stolen Card Module - Card Status process page | See Wireframe: Report Lost or Stolen Card Module - Card Status, Large View |

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## Wireframe: Make a Payment - Verify, Extra Small View

## Make a Payment

## Authorize Your Payment Below

PAYMENT TO

[Partner Provided Card Name]

Account Ending in 1234

PAYMENT FROM

My Checking

Account Ending in 5678

PAYMENT AMOUNT

\$00.00

PAYMENT DATE

MM/DD/YYYY

[← Edit Payment Details](#)

Etiam porta sem malesuada magna mollis  
euismod. Nullam id dolor id nibh ultricies vehicula  
ut id elit. Aenean eu leo quam. Pellentesque  
ornare sem lacinia quam venenatis vestibulum.

Authorized

## Cancer

## Page Notes

Module Type: Transactional Module

This is the verify step of the Make a Payment module. Content and interactions are consistent across all breakpoints.

## Wireframe: Make a Payment - Confirmation, Large View

## Make a Payment

1

### Thanks for Your Payment, Steve

Cras justo odio, dapibus ac facilisis in, egestas eget quam. Praesent commodo cursus magna, vel scelerisque nisl consectetur et.

PAYMENT TO

[Partner Provided Card Name]

Account Ending in 1234

PAYMENT FROM

My Checking

Account Ending in 5678

PAYMENT AMOUNT

\$00.00

PAYMENT DATE

MM/DD/YYYY

CONFIRMATION NUMBER

00000000000000

2

Make Another Payment

Go to Payments

3

## Page Notes

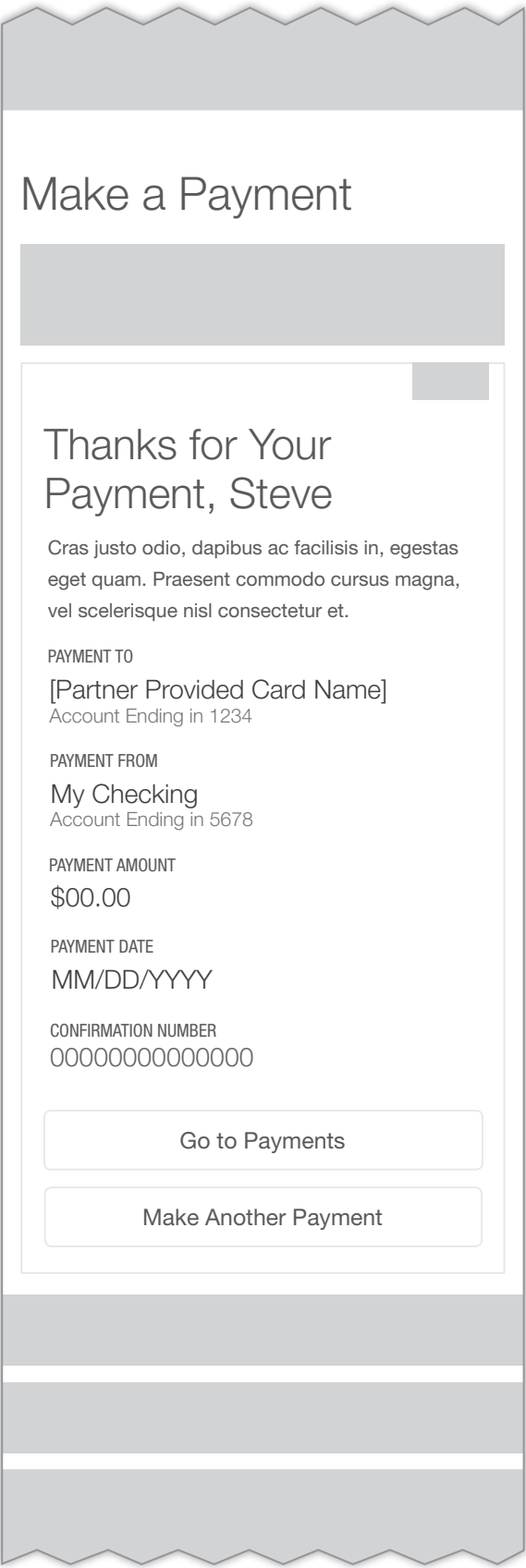
Module Type: Transactional Module

This is the confirmation screen for the Make a Payment module. Content and interactions are consistent across all breakpoints.

## Interaction Notes

| Key | Element                     | Action                                                                                                                                                                                                                     | Notes                                                       |
|-----|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| 1   | Confirmation Message        | None                                                                                                                                                                                                                       | Conditional based on payment status                         |
| 2   | Make Another Payment Button | OnClick displays Make a Payment - Payment Options<br><br>Conditional: if the user has made or scheduled more than 5 payments in one billing cycle then the button changes to “Go to Credit Home” and links to Credit Home. | See Wireframe: Make a Payment - Payment Options, Large View |
| 3   | Go to Payments Button       | onClick displays Payments Page                                                                                                                                                                                             | See Wireframe: (Payments) Landing Page Shell, Large View    |

Wireframe: Make a Payment - Confirmation, Extra Small View



Page Notes

Module Type: Transactional Module

This is the confirmation screen for the Make a Payment module. Content and interactions are consistent across all breakpoints.



Copy: Make a Payment with Options Module

| FUSION: MAKE A PAYMENT WITH OPTIONS MODULE |   |   |                      |                                                                                                                           |                                                                                                                                                   |                                          |                                              |                |                          |        |                                                                                                             |
|--------------------------------------------|---|---|----------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|----------------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------------------|
| D                                          | T | M | ELEMENT              | COPY                                                                                                                      | COPY (SPANISH)                                                                                                                                    | ADA                                      | ADA (SPANISH)                                | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                       |
|                                            |   |   | Heading              | Make a Payment                                                                                                            | Efectuar un Pago                                                                                                                                  |                                          |                                              |                |                          |        | Element should be implemented as Page Title module                                                          |
|                                            |   |   | Checkmark Image      |                                                                                                                           |                                                                                                                                                   | (Decorative image, no alt text required) | Imagen decorativa, no se requiere texto alt. |                |                          |        | Appears if user has added a payment source                                                                  |
|                                            |   |   | Confirmation Message | You've successfully added a payment source.                                                                               | Has agregado con éxito una fuente de pago.                                                                                                        |                                          |                                              |                |                          |        | Appears if user has added a payment source                                                                  |
|                                            |   |   | Confirmation Message | You've successfully added a payment source, and enrolled in Paperless Statements and Letters.                             | Has agregado con éxito una fuente de pago y te has inscrito en el Programa Paperless Statements y Letters.                                        |                                          |                                              |                |                          |        | Appears if the user chose Paperless statements and letters                                                  |
|                                            |   |   | Confirmation Message | You've successfully added a payment source, enrolled in Paperless Statements and Letters, and updated your email address. | Has agregado con éxito una fuente de pago, te has inscrito en el Programa Paperless Statements y Letters y has actualizado tu dirección de email. |                                          |                                              |                |                          |        | Appears if the user chose Paperless statements and letters and either added or updated their email address. |
|                                            |   |   | Heading              | Select Your Payment Options                                                                                               | Seleccionar tus Opciones de Pago                                                                                                                  |                                          |                                              |                |                          |        |                                                                                                             |
|                                            |   |   | Image                | [Partner/program card art]                                                                                                | [Partner/program card art]                                                                                                                        |                                          |                                              |                |                          |        | Decorative image, no alt tag needed                                                                         |
|                                            |   |   | Table Header         | Payment To                                                                                                                | Pago A                                                                                                                                            |                                          |                                              |                |                          |        |                                                                                                             |
|                                            |   |   | Dynamic Data         | [Standard Product Name] Ending in [XXXX]                                                                                  | [Standard Product Name] que termina en [XXXX]                                                                                                     |                                          |                                              |                |                          |        |                                                                                                             |
|                                            |   |   | Dynamic Text         | Payment due date: [MM/DD/YYYY]                                                                                            | Fecha de vencimiento de pago: [MM/DD/YYYY]                                                                                                        |                                          |                                              |                |                          |        |                                                                                                             |
|                                            |   |   | Copy                 | You have [XX] scheduled payment[s] for a total of [\$X.XX].                                                               | Tienes [XX] pago(s) programado(s) por un total de [\$X.XX].                                                                                       |                                          |                                              |                |                          |        | Only one conditional messages appears at a time                                                             |
|                                            |   |   | Text                 | Next payment of [\$XX,XXX.XX] scheduled for [MM/DD/YYYY].                                                                 | Próximo pago de [\$XX,XXX.XX] programado para [MM/DD/YYYY].                                                                                       |                                          |                                              |                |                          |        | Conditional: User has payment scheduled                                                                     |
|                                            |   |   | Text                 | You have [X] scheduled payments.                                                                                          | Has [X] pagos programados.                                                                                                                        |                                          |                                              |                |                          |        | Conditional if user has multiple scheduled AutoPay payments.                                                |

Copy: Make a Payment with Options Module

|  |  |  |               |                                                                       |                                                                           |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  |                                                                                  |
|--|--|--|---------------|-----------------------------------------------------------------------|---------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------|
|  |  |  | Text          | You have no upcoming payments at this time.                           | No tienes próximos pagos en este momento.                                 |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  | CIL error code 102                                                               |
|  |  |  | Text          | Payment From                                                          | Pago desde                                                                |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  | Conditional: No scheduled payments                                               |
|  |  |  | Radio Button  | [Nickname or Default]<br>Account Ending in [Last 4 Digits of Account] | [Nickname or Default]<br>Cuenta que Termina en [Last 4 Digits of Account] |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  | Up to five payment sources can be displayed.<br><br>First option is preselected. |
|  |  |  | Text          | Unavailable for payment.                                              | No disponible para pagos.                                                 |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  | Appears if user's account is unavailable (once for each unavailable source)      |
|  |  |  | Link          | Add New Source >                                                      | Agregar nueva fuente >                                                    |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  | Conditional Content; only appears if user can add another payment source         |
|  |  |  | Label         | Payment Amount                                                        | Monto Del Pago                                                            |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  |                                                                                  |
|  |  |  | Radio Button  | Minimum Payment Due<br>[\$XXX,XXX.XX]                                 | Pago Mínimo Adeudado<br>[\$XXX,XXX.XX]                                    |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  |                                                                                  |
|  |  |  | Radio Button  | Last Statement Balance<br>[\$XXX,XXX.XX]                              | Saldo del Último Estado de Cuenta<br>[\$XXX,XXX.XX]                       |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  |                                                                                  |
|  |  |  | Radio Button  | Current Balance<br>[\$XXX,XXX.XX]                                     | Saldo Actual<br>[\$XXX,XXX.XX]                                            |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  |                                                                                  |
|  |  |  | Tooltip Link  | [Tooltip Icon]                                                        | [Tooltip Icon]                                                            | Open Current Balance tooltip.                   | Abre la sugerencia de la herramienta sobre Saldo Actual. |                                                                                                                      |                                                                                                                              |  |                                                                                  |
|  |  |  | Radio Button  | Other Amount                                                          | Otro Monto                                                                |                                                 |                                                          |                                                                                                                      |                                                                                                                              |  |                                                                                  |
|  |  |  | Numeric Field | [\$]                                                                  | [\$]                                                                      | Field accepts numbers and a decimal point only. | El campo acepta solamente números y un punto decimal.    | Client side field error, blank field:<br>Please enter a valid Payment Amount using only numbers and a decimal point. | Error del lado del cliente, campo en blanco:<br>Ingresa un Monto de Pago válido usando solamente números y un punto decimal. |  |                                                                                  |



Copy: Make a Payment with Options Module

|  |  |  |       |                                        |                                         |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                                                                                                                                                                               |
|--|--|--|-------|----------------------------------------|-----------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  |       | \$ Other Amount Errors, Continued      | Errores de Otro Monto \$, Continuación  |  |  | <div>Client side field errors:</div> <div><div>• Payment amount cannot be negative 5071</div><div>CIL Service Message: Error 5069</div><div>• Maximum amount for payment exceeded CIL error message</div><div>• Payment amount is &gt; than current balance.</div><div>CIL Message: Error 5071, 5068:</div></div> <div><div>Your payment amount must be at least [Partner Minimum], but no more than the Current Balance.</div></div> <div>When minimum payment due is less than the partner minimum amount.</div> <div><div>Your payment amount must be at least [Minimum Payment Due], but no more than the Current Balance.</div></div> | <div>Errores de campo del lado del cliente:</div> <div><div>• El monto del pago no puede ser negativo 5071</div><div>Mensaje de Servicio CIL: Error 5069</div><div>• Se ha superado el monto máximo para pago mensaje de error CIL</div><div>• El monto del pago es &gt; al saldo actual.</div><div>Mensaje de Servicio CIL: Error 5071, 5068:</div></div> <div><div>El monto del pago debe ser al menos [Partner Minimum], pero no superior al Saldo Actual.</div></div> <div>When minimum payment due is less than the partner minimum amount.</div> <div><div>El monto del pago debe ser al menos [Minimum Payment Due], pero no superior al Saldo Actual.</div></div> |  |                                                                                                                                                                                                                                                                                                               |
|  |  |  | Label | Payment Date [MM/DD/YYYY=Current Date] | Fecha de Pago [MM/DD/YYYY=Current Date] |  |  | <div>Server-side Error [Module Level]:</div> <div><div>Only two online payments allowed per day for the given card number</div><div>(CIL Needed):</div><div>You can only make two payments per day, and you’ve already scheduled two payments for the date selected. Please pick another date.</div></div> <div>User must schedule a payment on or before their due date when in COPS status</div> <div>(CIL error 5080):</div> <div><div>Your payment must be made on or before your current due date, [user due date]. Please pick another date.</div></div>                                                                             | <div>Server-side Error [Module Level]:</div> <div><div>Solo se permiten dos pagos en línea por día para el número de tarjeta suministrado.</div><div>(CIL Needed):</div><div>Solo puedes efectuar dos pagos por día, y ya has programado dos pagos para la fecha seleccionada. Elige otra fecha.</div></div> <div>User must schedule a payment on or before their due date when in COPS status</div> <div>(CIL error 5080):</div> <div><div>Tu pago debe efectuarse en o antes de tu fecha de vencimiento actual, [user due date]. Elije otra fecha.</div></div>                                                                                                          |  | <div>Error 9040 displays after “Make a Payment” button is clicked if the user has already scheduled a payment for the current date.</div> <div>Error 9093 displays after “Make a Payment” button is clicked if the user is in COPS status and is attempting to schedule a payment after their due date.</div> |

Copy: Make a Payment with Options Module

|   |  |  |                  |                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                     |                                                                                                                                       |                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                         |
|---|--|--|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 |  |  | Numeric Field    | Payment Date<br>[MM/DD/YYYY]                                                                                                                                                                                                                                                                                                  | Fecha De Pago<br>[MM/DD/YYYY]                                                                                                                                                                                                                                                                                                                                                                                       | Date format must be two-digit month, slash, two-digit date, slash, four-digit year. | El formato de la fecha debe tener dos dígitos del mes, barra oblicua, dos dígitos de la fecha, barra oblicua, cuatro dígitos del año. | User leaves field blank or enters invalid date:<br>Please enter a valid date in MM/DD/YYYY format.<br><br>User enters date prior to current date:<br>Please enter a date on or after today.<br><br>User enters date after available date:<br>Please enter a date within 45 days from today. | El usuario deja el campo en blanco o ingresa una fecha no válida:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.<br><br>El usuario ingresa una fecha anterior a la fecha actual:<br>Ingresa una fecha que sea la de hoy o posterior.<br><br>El usuario ingresa una fecha posterior a las disponibles:<br>Ingresa una fecha 45 días a partir de hoy. |  | Activated on Tab                                                                                                                                                                                        |
|   |  |  | Tooltip Link     | [Tooltip Icon]                                                                                                                                                                                                                                                                                                                | [Tooltip Icon]                                                                                                                                                                                                                                                                                                                                                                                                      | Open Payment Date tooltip.                                                          | Abre la sugerencia de la herramienta sobre Fecha de Pago.                                                                             |                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                         |
|   |  |  | Text             | You can schedule or make up to five online payments per credit card account, but only two payments per day. To avoid a late fee, schedule your Payment Date no later than your Payment Due Date.                                                                                                                              | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                     |                                                                                                                                       |                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                    |  | Content is displayed in the calendar drawer                                                                                                                                                             |
|   |  |  | Text             | DISCLAIMER                                                                                                                                                                                                                                                                                                                    | DESCARGO DE RESPONSABILIDAD                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                     |                                                                                                                                       |                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                    |  | Content is displayed in Payment Date tooltip                                                                                                                                                            |
|   |  |  | Legal Text       | The payment cutoff time for Online Bill or Phone Payments is midnight ET. This means we will credit your account as of the calendar day, based on Eastern Time, that we received your payment request. You can make changes to any payment until 5:00pm ET on the day it is scheduled to post. Review the Terms & Conditions. | La hora de corte para el pago de Facturas en Línea o Pagos Telefónicos es la medianoche, Hora del Este. Esto significa que acreditaremos el pago en su cuenta a partir del día calendario, Hora del Este, en que recibamos su solicitud de pago. Puede realizar cambios en cualquier pago hasta las 5:00 p.m., Hora del Este, del día en que está programado para registrarse. Consulte los Términos y Condiciones. | Link opens in a new window.                                                         | El enlace se abre en una ventana nueva.                                                                                               |                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                    |  | Terms & Conditions links to https://www.citibank.com/us/cards/disclaim.htm<br><br>Terms & Conditions Spanish URL: https://online.citibank.com/US/JRS/portal/template.do?locale=es_US&ID=TermsDisclaimer |
|   |  |  | Button (Primary) | Make a Payment                                                                                                                                                                                                                                                                                                                | Efectuar un Pago                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                     |                                                                                                                                       |                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                         |

Copy: Make a Payment with Options Module

|                                                           |   |   |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                         |                        |                |                             |        |                                                                                                                                           |
|-----------------------------------------------------------|---|---|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------|----------------|-----------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           |   |   | Button<br>(Primary)   | Update Payment                                                                                                                                                                                                                                                                                                                                                                                                                                       | Actualizar pago                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                         |                        |                |                             |        |                                                                                                                                           |
|                                                           |   |   | Button<br>(Secondary) | Cancel                                                                                                                                                                                                                                                                                                                                                                                                                                               | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Cancel this<br>payment. | Cancelar este<br>pago. |                |                             |        |                                                                                                                                           |
| FUSION: MAKE A PAYMENT MODULE: VERIFY AND AUTHORIZE STATE |   |   |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                         |                        |                |                             |        |                                                                                                                                           |
| D                                                         | T | M | ELEMENT               | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ADA                     | ADA (SPANISH)          | ERROR MESSAGES | ERROR MESSAGES<br>(SPANISH) | CMS ID | NOTES                                                                                                                                     |
|                                                           |   |   | Heading               | Make a Payment                                                                                                                                                                                                                                                                                                                                                                                                                                       | Efectuar un Pago                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                         |                        |                |                             |        | Element should be<br>implemented as Page Title<br>module                                                                                  |
|                                                           |   |   | Heading               | Authorize Your Payment Below                                                                                                                                                                                                                                                                                                                                                                                                                         | Autorizar el Pago a<br>Continuación                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                         |                        |                |                             |        |                                                                                                                                           |
| 3                                                         |   |   | Text                  | Note: The date you selected is<br>after your payment due date.                                                                                                                                                                                                                                                                                                                                                                                       | Nota: La fecha que<br>seleccionaste es posterior a la<br>fecha de vencimiento de pago.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                         |                        |                |                             |        | Conditional: The scheduled<br>payment date is after the<br>due date of minimum<br>payment and no other<br>scheduled payments.<br>CIL_5064 |
|                                                           |   |   | Text                  | The amount you entered is less<br>than the minimum payment due.                                                                                                                                                                                                                                                                                                                                                                                      | El monto que ingresaste<br>es inferior al pago mínimo<br>adeudado.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                         |                        |                |                             |        | Warning Message<br>(Conditional Text), User pays<br>less than the minimum due<br>— CIL error code 5063                                    |
|                                                           |   |   | Text                  | Note: If you make only the<br>minimum payment each period,<br>you will pay more in interest and<br>it will take you longer to pay off<br>your balance. Please see your<br>statement for details. This warning<br>message is part of the CARD Act<br>of 2009 and the revised Truth<br>in Lending Act, and is intended<br>to make customers more aware<br>of the time it will take to pay off<br>balances when paying only the<br>minimum payment due. | Nota: Si sólo efectúas el pago<br>mínimo en cada período,<br>pagarás más intereses y te<br>llevará más tiempo liquidar<br>tu saldo. Consulta tu estado<br>de cuenta para obtener más<br>detalles. Este mensaje de<br>advertencia forma parte de<br>la Ley de TARJETAS “CARD<br>Act” del año 2009 y la revisión<br>de la Ley de Veracidad en los<br>Préstamos “Truth in Lending<br>Act”, y está destinado a lograr<br>que los clientes estén más<br>informados con respecto a<br>cuánto tiempo les tomará<br>liquidar sus saldos al efectuar<br>solamente el pago mínimo<br>adeudado. |                         |                        |                |                             |        | Condntional: User has<br>selected Minimum Payment<br>Due                                                                                  |
|                                                           |   |   | Table<br>Header       | PAYMENT TO                                                                                                                                                                                                                                                                                                                                                                                                                                           | PAGO A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                         |                        |                |                             |        |                                                                                                                                           |
|                                                           |   |   | Dynamic<br>Data       | [Standard Product Name]<br>Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                  | [Standard Product Name]<br>Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                         |                        |                |                             |        |                                                                                                                                           |

Copy: Make a Payment with Options Module

|                                                   |   |   |                    |                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                             |                         |                     |                |                          |        |                                                    |
|---------------------------------------------------|---|---|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------|----------------|--------------------------|--------|----------------------------------------------------|
|                                                   |   |   | Table Header       | PAYMENT FROM                                                                                                                                                                                                                                                                                                                                               | PAGO DESDE                                                                                                                                                                                                                                                                                                                                                                                                  |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Dynamic Data       | [Nickname or Default]<br>Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                          | [Nickname or Default]<br>Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                       |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Table Header       | PAYMENT AMOUNT                                                                                                                                                                                                                                                                                                                                             | MONTO DEL PAGO                                                                                                                                                                                                                                                                                                                                                                                              |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Dynamic Data       | [Payment Amount]                                                                                                                                                                                                                                                                                                                                           | [Payment Amount]                                                                                                                                                                                                                                                                                                                                                                                            |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Table Header       | PAYMENT DATE                                                                                                                                                                                                                                                                                                                                               | FECHA DE PAGO                                                                                                                                                                                                                                                                                                                                                                                               |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Dynamic Data       | [MM/DD/YYYY]                                                                                                                                                                                                                                                                                                                                               | [MM/DD/YYYY]                                                                                                                                                                                                                                                                                                                                                                                                |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Link               | < Edit Payment Details                                                                                                                                                                                                                                                                                                                                     | < Editar detalles del pago                                                                                                                                                                                                                                                                                                                                                                                  |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Text               | Payment Authorization                                                                                                                                                                                                                                                                                                                                      | Autorización del Pago                                                                                                                                                                                                                                                                                                                                                                                       |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Legal Text         | I authorize Citibank, N.A. to initiate, and my financial institution to honor an electronic payment in the amount specified above from my bank account on record. This authority pertains to the [Partner Name] account noted above. Verify your information carefully. Once authorized, payments requested for the same day cannot be edited or canceled. | Autorizo a Citibank N.A. a iniciar y a mi institución financiera a aceptar un pago electrónico por el monto especificado con anterioridad de mi cuenta bancaria registrada. Esta autorización se relaciona con la cuenta de [Partner Name] indicada con anterioridad. Verifique su información con atención. Una vez autorizados, los pagos solicitados para el mismo día no podrán editarse ni cancelarse. |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Button (Primary)   | Authorize                                                                                                                                                                                                                                                                                                                                                  | Autorizar                                                                                                                                                                                                                                                                                                                                                                                                   | Authorize this payment. | Autorizar este pago |                |                          |        |                                                    |
|                                                   |   |   | Button (Secondary) | Cancel                                                                                                                                                                                                                                                                                                                                                     | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                    | Cancel this payment.    | Cancelar este pago. |                |                          |        |                                                    |
| FUSION: MAKE A PAYMENT MODULE: CONFIRMATION STATE |   |   |                    |                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                             |                         |                     |                |                          |        |                                                    |
| D                                                 | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                              | ADA                     | ADA (SPANISH)       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                              |
|                                                   |   |   | Heading            | Make a Payment                                                                                                                                                                                                                                                                                                                                             | Efectuar un Pago                                                                                                                                                                                                                                                                                                                                                                                            |                         |                     |                |                          |        | Element should be implemented as Page Title module |
|                                                   |   |   | Heading            | Thanks for Your Payment, [FirstName]                                                                                                                                                                                                                                                                                                                       | Gracias por tu pago, [FirstName]                                                                                                                                                                                                                                                                                                                                                                            |                         |                     |                |                          |        |                                                    |
|                                                   |   |   | Text               | Your payment is scheduled. Look for a confirmation email in your inbox very soon.                                                                                                                                                                                                                                                                          | El pago ha sido programado. Pronto recibirás una confirmación en tu buzón de correo electrónico.                                                                                                                                                                                                                                                                                                            |                         |                     |                |                          |        |                                                    |

Copy: Make a Payment with Options Module

|  |  |  |              |                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |                                                                                  |
|--|--|--|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|----------------------------------------------------------------------------------|
|  |  |  | Text         | Note: On the scheduled payment date, if your payment is greater than your current balance and more than the last statement balance, we will lower the payment to an amount equal to the last statement balance. (If that statement balance was zero, the payment will be canceled.) The purpose of this is to avoid a credit balance on your account. | Nota: En la fecha de pago programada, si tu pago es superior a tu saldo actual y al saldo en tu último estado de cuenta, reduciremos el pago a un monto equivalente al saldo del último estado de cuenta. (Si el saldo de ese estado de cuenta fue cero, el pago se cancelará.) El propósito de esta medida es evitar un saldo acreedor o a favor en tu cuenta. |  |  |  |  |  | Conditional: Payment is scheduled for a future date                              |
|  |  |  | Text         | Note: If you make a payment between 5 p.m. ET and midnight ET on your Payment Due Date, you will see a temporary late fee applied to your account. Once your payment posts, this late fee will be removed.                                                                                                                                            | Nota: Si efectúas un pago entre las 5 p.m., Hora del Este, y la medianoche, Hora del Este, de tu Fecha de Vencimiento de Pago, verás aplicado en tu cuenta un cargo por demora temporal. Una vez registrado el pago, se eliminará este cargo por demora.                                                                                                        |  |  |  |  |  | Conditional: Payment between 5 pm ET and midnight, Eastern Time, on the Due Date |
|  |  |  | Text         | Note: Payments made on a weekend will not be processed until the following Monday. Your payment will be applied as of the day you make it. However, it will not be posted until Monday. Your available credit will be updated and your payment account will be debited once your payment has posted.                                                  | Nota: Los pagos efectuados durante el fin de semana no se procesarán hasta el lunes siguiente. Tu pago se aplicará el día en que lo efectúes. Sin embargo, no se registrará hasta el lunes. Tu crédito disponible se actualizará y tu cuenta de pago se debitará una vez que tu pago haya sido registrado.                                                      |  |  |  |  |  | Conditional: Payment made between 5 pm Friday and 12 am Monday ET                |
|  |  |  | Text         | Your minimum payment due for this statement cycle has been met.                                                                                                                                                                                                                                                                                       | (Translation needed.)                                                                                                                                                                                                                                                                                                                                           |  |  |  |  |  | Conditional copy.                                                                |
|  |  |  | Table Header | PAYMENT TO                                                                                                                                                                                                                                                                                                                                            | PAGO A                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |                                                                                  |
|  |  |  | Dynamic Data | [Standard Product Name] Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                      | [Standard Product Name] Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |                                                                                  |
|  |  |  | Table Header | PAYMENT FROM                                                                                                                                                                                                                                                                                                                                          | PAGO DESDE                                                                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |                                                                                  |
|  |  |  | Dynamic Data | [Nickname or Default] Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                        | [Nickname or Default] Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                              |  |  |  |  |  |                                                                                  |
|  |  |  | Table Header | PAYMENT AMOUNT                                                                                                                                                                                                                                                                                                                                        | MONTO DEL PAGO                                                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |                                                                                  |

Copy: Make a Payment with Options Module

|  |  |  |                                     |                      |                        |  |  |  |  |  |                                                                                                                          |
|--|--|--|-------------------------------------|----------------------|------------------------|--|--|--|--|--|--------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Dynamic Data                        | [Payment Amount]     | [Payment Amount]       |  |  |  |  |  |                                                                                                                          |
|  |  |  | Table Header                        | PAYMENT DATE         | FECHA DE PAGO          |  |  |  |  |  |                                                                                                                          |
|  |  |  | Dynamic Data                        | [MM/DD/YYYY]         | [MM/DD/YYYY]           |  |  |  |  |  |                                                                                                                          |
|  |  |  | Table Header                        | CONFIRMATION NUMBER  | NÚMERO DE CONFIRMACIÓN |  |  |  |  |  |                                                                                                                          |
|  |  |  | Dynamic Data                        | [XXXXXXXXXXXXXXXXXX] | [XXXXXXXXXXXXXXXXXX]   |  |  |  |  |  |                                                                                                                          |
|  |  |  | Button (Primary)                    | Go to Payments       | Ir a Pagos             |  |  |  |  |  |                                                                                                                          |
|  |  |  | Button (Secondary)                  | Make Another Payment | Efectuar otro pago     |  |  |  |  |  | Appears if user has not already submitted the maximum number of payments                                                 |
|  |  |  | Button (Secondary, alternate state) | Go to Credit Home    | (Translation needed.)  |  |  |  |  |  | Conditional button state. Appears if the user has made or scheduled the maximum number of payments for one billing cycle |

FUSION: MAKE A PAYMENT MODULE: TAKEOVER MESSAGE, ZERO BALANCE

| D | T | M | ELEMENT | COPY                                                                         | COPY (SPANISH)                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                    |
|---|---|---|---------|------------------------------------------------------------------------------|-------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |   |   | Heading | You Have No Balance                                                          | No Tienes Saldo                                                         |     |               |                |                          |        |                                                                                                                                                          |
|   |   |   | Text    | There's no need to make a payment right now because you have a zero balance. | No es necesario que efectúes un pago ahora porque tienes un saldo cero. |     |               |                |                          |        | Failure Conditions:<br>Current account balance is \$0<br><br>Conditional: The Current Balance can not be zero or negative for CTP<br>CIL error code 5070 |

MAKE A PAYMENT MODULE: TAKEOVER MESSAGE, RETURNED PAYMENTS 30 DAYS INACTIVE PAYMENTS

| D | T | M | ELEMENT | COPY                                   | COPY (SPANISH)                             | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                  |
|---|---|---|---------|----------------------------------------|--------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------|
|   |   |   | Heading | You Can't Make a Payment at the Moment | No puedes efectuar un pago en este momento |     |               |                |                          |        | For users would have had a returned payment (CIL Error Code 5050). Users cannot pay with other active funding sources. |



Copy: Make a Payment with Options Module

|                                                                             |   |   |                    |                                                                                                                  |                                                                                                                          |                      |                     |                |                          |        |                                                                                                                         |
|-----------------------------------------------------------------------------|---|---|--------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------------------------------|
|                                                                             |   |   | Text               | One of your payments was recently returned. For your protection, you cannot make a payment for the next 30 days. | Recientemente se devolvió uno de tus pagos. Para tu protección, no puedes efectuar un pago durante los próximos 30 días. |                      |                     |                |                          |        |                                                                                                                         |
| FUSION: MAKE A PAYMENT MODULE: TAKEOVER MESSAGE, MAXIMUM PAYMENTS PER CYCLE |   |   |                    |                                                                                                                  |                                                                                                                          |                      |                     |                |                          |        |                                                                                                                         |
| D                                                                           | T | M | ELEMENT            | COPY                                                                                                             | COPY (SPANISH)                                                                                                           | ADA                  | ADA (SPANISH)       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                   |
|                                                                             |   |   | Heading            | You've Reached Your Payment Maximum                                                                              | Has Alcanzado tu Pago Máximo                                                                                             |                      |                     |                |                          |        |                                                                                                                         |
|                                                                             |   |   | Text               | You may <a href="#">edit or cancel a payment</a> if you want to make changes.                                    | Puedes <a href="#">editar o cancelar un pago</a> si deseas hacer cambios.                                                |                      |                     |                |                          |        | Takeover displays when user exceeds 5 payments.<br><br>(CIL error code 5074, 5067)<br><br>Link points to Payments page. |
| FUSION: EDIT SCHEDULED PAYMENTS PROCESS PAGE                                |   |   |                    |                                                                                                                  |                                                                                                                          |                      |                     |                |                          |        |                                                                                                                         |
| D                                                                           | T | M | ELEMENT            | COPY                                                                                                             | COPY (SPANISH)                                                                                                           | ADA                  | ADA (SPANISH)       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                   |
|                                                                             |   |   | Heading            | Edit a Payment                                                                                                   | Efectuar un Pago                                                                                                         |                      |                     |                |                          |        | Element should be implemented as Page Title module                                                                      |
| FUSION: EDIT SCHEDULED PAYMENTS PROCESS PAGE                                |   |   |                    |                                                                                                                  |                                                                                                                          |                      |                     |                |                          |        |                                                                                                                         |
| D                                                                           | T | M | ELEMENT            | COPY                                                                                                             | COPY (SPANISH)                                                                                                           | ADA                  | ADA (SPANISH)       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                   |
|                                                                             |   |   | Heading            | Select Your Payment Options                                                                                      | Seleccionar tus Opciones de Pago                                                                                         |                      |                     |                |                          |        |                                                                                                                         |
|                                                                             |   |   | Button (Primary)   | Update Payment                                                                                                   | Actualizar pago                                                                                                          |                      |                     |                |                          |        |                                                                                                                         |
|                                                                             |   |   | Button (Secondary) | Cancel                                                                                                           | Cancelar                                                                                                                 | Cancel this payment. | Cancelar este pago. |                |                          |        |                                                                                                                         |
| FUSION: MAKE A PAYMENT MODULE: VERIFY AND AUTHORIZE STATE                   |   |   |                    |                                                                                                                  |                                                                                                                          |                      |                     |                |                          |        |                                                                                                                         |
| D                                                                           | T | M | ELEMENT            | COPY                                                                                                             | COPY (SPANISH)                                                                                                           | ADA                  | ADA (SPANISH)       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                   |
|                                                                             |   |   | Heading            | Edit a Payment                                                                                                   | Efectuar un Pago                                                                                                         |                      |                     |                |                          |        | Element should be implemented as Page Title module                                                                      |

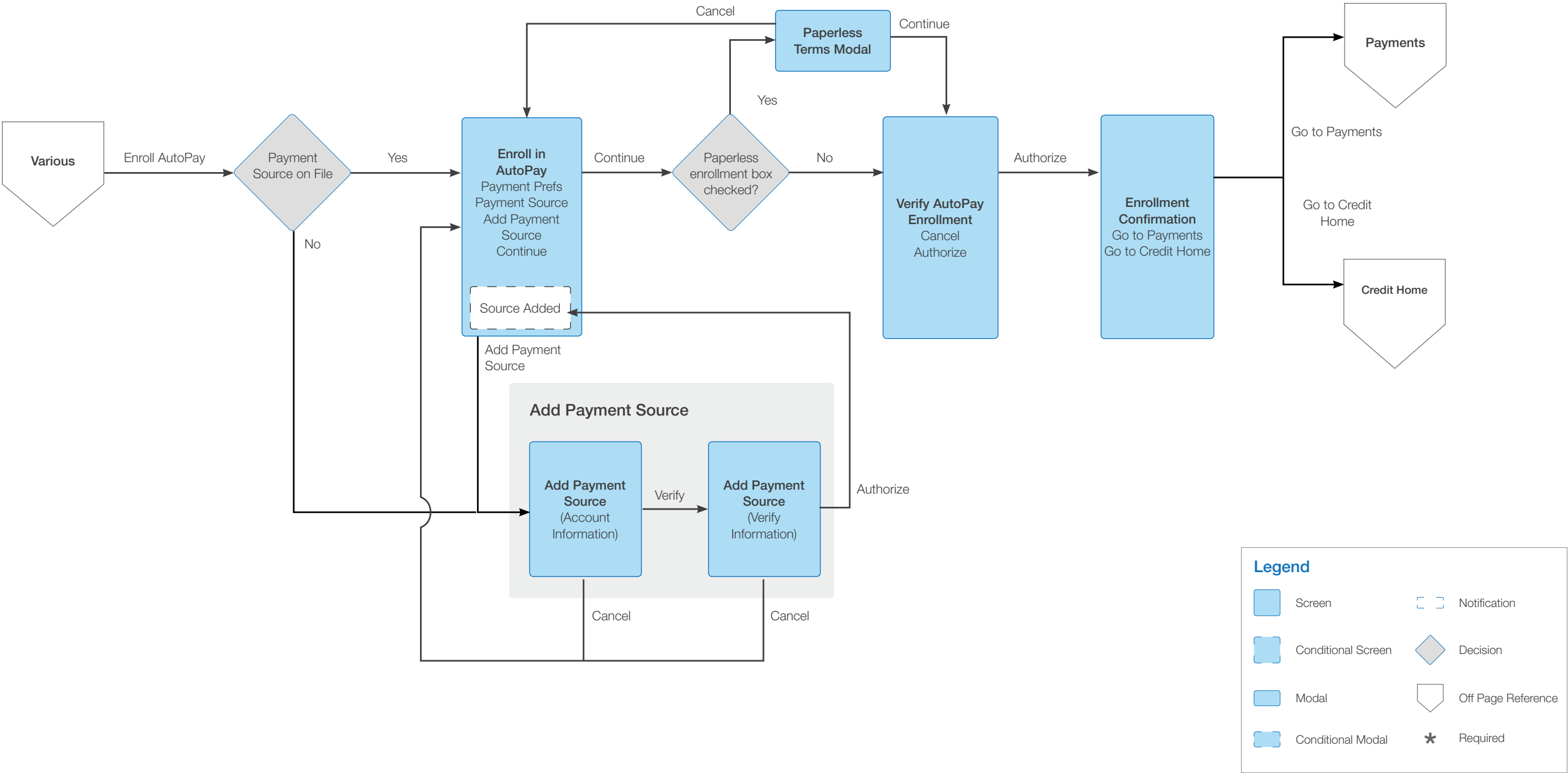
Copy: Make a Payment with Options Module

| FUSION: MAKE A PAYMENT MODULE: CONFIRMATION STATE |   |   |                    |                                      |                                  |     |               |                |                          |        |                                                                          |
|---------------------------------------------------|---|---|--------------------|--------------------------------------|----------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------------------------------------------------|
| D                                                 | T | M | ELEMENT            | COPY                                 | COPY (SPANISH)                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                    |
|                                                   |   |   | Heading            | Edit a Payment                       | Efectuar un Pago                 |     |               |                |                          |        | Element should be implemented as Page Title module                       |
|                                                   |   |   | Heading            | Thanks for Your Payment, [FirstName] | Gracias por tu pago, [FirstName] |     |               |                |                          |        |                                                                          |
|                                                   |   |   | Button (Primary)   | Go to Payments                       | Ir a Pagos                       |     |               |                |                          |        |                                                                          |
|                                                   |   |   | Button (Secondary) | Make Another Payment                 | Efectuar otro pago               |     |               |                |                          |        | Appears if user has not already submitted the maximum number of payments |



Fusion 7 White Label Standard

# Enroll in AutoPay Module



## Select Your Settings

To make an automatic payment each month, choose your payment information.

PAYMENT TO

1 FPO [Partner Provided Card Name] Ending 1234

PAYMENT FROM

2 Bank of America Checking  
Account Ending in 5678

**3** Add New Source >

PAYMENT AMOUNT

☒ Minimum Payment Due

☐ Statement Balance in Full

4 ○ Other Amount

\$

5 ○ Minimum Payment Due + Other Amount

6

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

[Partner Provided Card Name] Ending in 1234

Enroll in Paperless Statements and Letters

Am, as est, sit, et re omnieniet fuga. Nem sapeliq uiducipsam, officil exerupid  
quam fugitios, quaspe nonsecest fugit eatem raeres elit, con rem quiducit late  
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☒ Yes, enroll me in Paperless Statements and Letters.  
By leaving this box checked, I agree to the [Terms and Conditions](#).

Email Address

s\*\*\*\*\*m@email.com

[Edit](#)

Co-1

Continued

This is the updated Enroll in Autopay Module. Content and interactions are consistent across all breakpoints. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. If the module fails to load, display Module Failure. Apply the following change to Edit AutoPay Module.

| Key | Element                                         | Action                                                                                                                          | Notes                                                                                                                                                                                                                                                                             |
|-----|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | [Partner Provided Card Art]                     | None                                                                                                                            | Dynamic - Customized with partner card art                                                                                                                                                                                                                                        |
| 2   | Payment Source Radio Button                     | onLoad selects default Payment Source; user may have up to 5 payment sources; disable radio button if Payment Source is invalid |                                                                                                                                                                                                                                                                                   |
| 3   | Add New Source Link                             | onClick displays Add Payment Source process page                                                                                | Conditional based on whether the user has added maximum number of payment sources on file<br><br>Upon completing the Add a Payment source flow, display AutoPay Enrollment module with source added with Notification<br><br><i>See Wireframe: Add Payment Source, Large View</i> |
| 4   | Other Amount Field Help                         | onFocus exposes field help                                                                                                      | If the user clicks the radio button or into the text field, the Field Help is displayed                                                                                                                                                                                           |
| 5   | Minimum Payment Due + Other Amount Radio Button | onClick selects radio button; radio button is disabled when option is not available                                             |                                                                                                                                                                                                                                                                                   |
| 6   | Minimum Payment Due + Other Amount Field        | onClick selects radio button or text field, activates the field                                                                 | A field level error is displayed if the user leaves the field without entering any characters                                                                                                                                                                                     |

Wireframe: Enroll in AutoPay Module, Large View, Continued

Enroll in AutoPay

Select Your Settings

To make an automatic payment each month, choose your payment information.

PAYMENT TO

FPO

[Partner Provided Card Name] Ending 1234

PAYMENT FROM

Bank of America Checking

Account Ending in 5678

Add New Source >

PAYMENT AMOUNT

Minimum Payment Due

Statement Balance in Full

Other Amount

Minimum Payment Due + Other Amount

\$

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

[Partner Provided Card Name] Ending in 1234

Enroll in Paperless Statements and Letters

Am, as est, sit, et re omnieniet fuga. Nem sapeliq uiducipsam, officil exerupid quam fugitios, quaspe nonsecest fugit eatem raeres elit, con rem quiducit late et as magnis esciam adi cum eiuntisque maion cum volum hilignim dolupta.

7

Yes, enroll me in Paperless Statements and Letters.

By leaving this box checked, I agree to the [Terms and Conditions](#).

8

Email Address

s\*\*\*\*\*m@email.com

Edit

9

10

Cancel

Continue

11

Page Notes

Module Type: Transactional Module

This is the updated Enroll in Autopay Module. Content and interactions are consistent across all breakpoints. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. If the module fails to load, display Module Failure.

Interaction Notes

| Key | Element                 | Action                                                                                                                                                                                                                                                                                                                                   | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7   | Paperless Checkbox      | onClick selects or deselects checkbox; onLoad selects checkbox by default; If checkbox is deselected, email display or capture fields are hidden; re-selecting the checkbox reveals email or capture fields                                                                                                                              | Paperless content section is conditional and does not display the Enroll in Paperless Statements and Letters if user is already enrolled<br><br>If user is only enrolled in Paperless Statements, display enrollment opportunity for Paperless Letters<br><br>If user is only enrolled in Paperless Letters, display enrollment opportunity for Paperless Statements<br><br>If user has seen the Paperless Statements & Letters enrollment offer, hide content within the same process flow |
| 8   | Terms & Conditions Link | onClick displays the content modal with Paperless Terms and Conditions                                                                                                                                                                                                                                                                   | Conditional content                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9   | Edit Link               | onClick displays the Edit Email Modal                                                                                                                                                                                                                                                                                                    | See Wireframe: Edit Email Modal, Large View<br><br>See Wireframe: Add a Payment Source - Collect Email/Edit Email on File, Large View                                                                                                                                                                                                                                                                                                                                                       |
| 10  | Cancel Button           | onClick dismisses changes and displays the source page                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11  | Continue Button         | onClick the data is first submitted client side to check for any formatting errors; if an error is found, a form field error is displayed. If there are no formatting errors, the data is submitted and the user continues to next step in the process; if user elected to enroll in Paperless, display the Paperless Confirmation Modal |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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509

Wireframe: Enroll in AutoPay Module, Extra Small View

Enroll in AutoPay

Select Your Settings

Faccusda quia simil idel inullam, aut ad mi, con paria exera audi velectota vel ipitem rehendem que ex ea sinimo.

PAYMENT TO

FPO [Partner Provided Card Name] Ending in 1234

PAYMENT FROM

Bank of America Checking

Account Ending in 5678

Add New Source >

PAYMENT AMOUNT

Minimum Payment Due

Statement Balance in Full

Other Amount

\$

Minimum Payment Due

Other Amount

\$

Minimum Payment Due + Other Amount

\$

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

[Partner Provided Card Name] Ending in 1234

Enroll in Paperless Statements and Letters

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Yes, enroll me in Paperless Statements and Letters.

By leaving this box checked, I agree to the [Terms and Conditions](#).

Email Address

s\*\*\*\*\*m@email.com Edit

Continue

Cancel

Page Notes

Module Type: Transactional Module

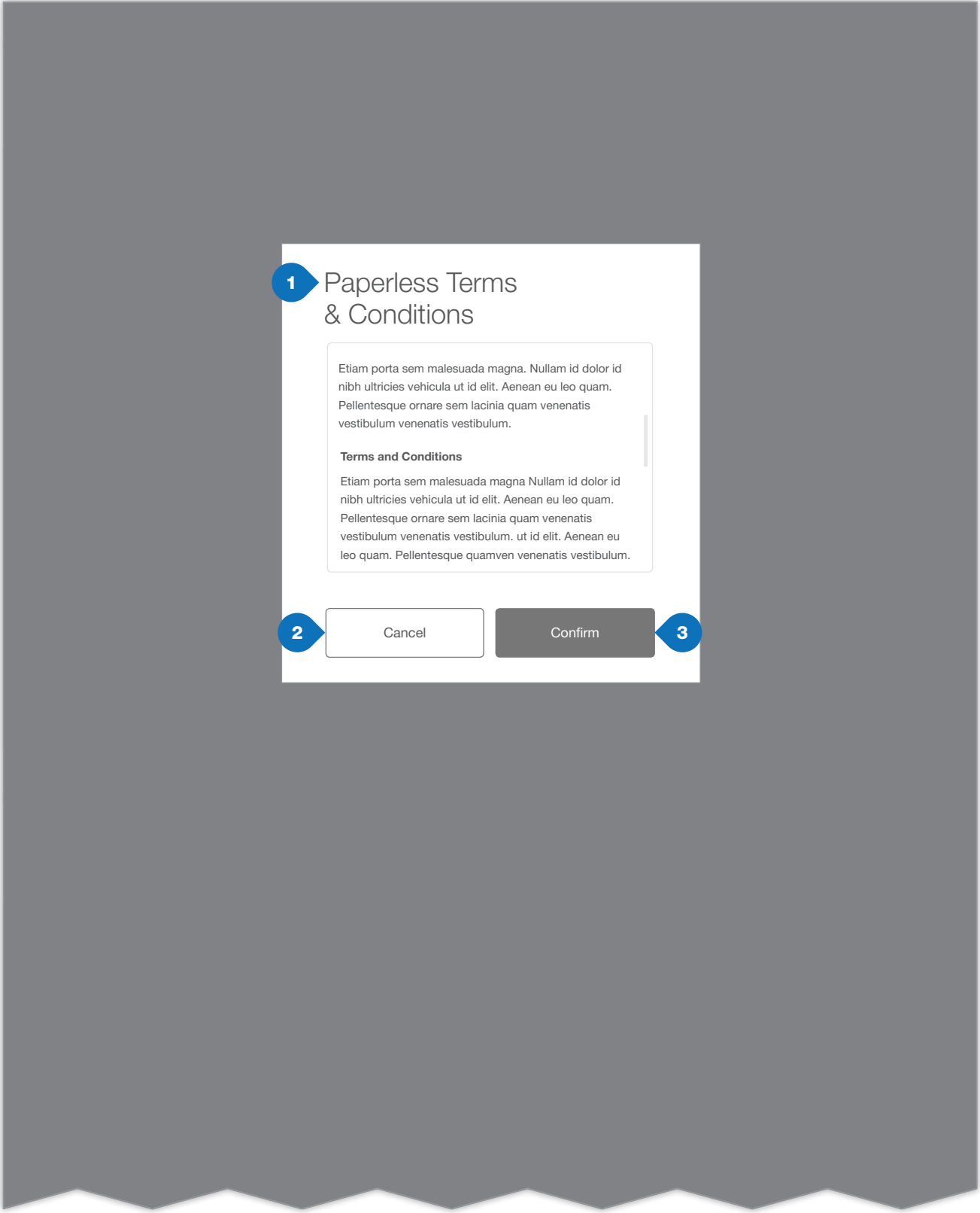
This is the updated Enroll in Autopay Module. Content and interactions are consistent across all breakpoints. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. If the module fails to load, display Module Failure. Apply the following change to Edit AutoPay Module.

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Wireframe: Enroll in AutoPay - Paperless Statement Modal, Large View



Page Notes

Module Type: Transactional Module  
This is the Paperless Statements Modal.

Interaction Notes

| Key | Element        | Action                                                                                                                                                                                           | Notes               |
|-----|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1   | Header         | None                                                                                                                                                                                             | Conditional content |
| 2   | Cancel Button  | onClick dismisses modal                                                                                                                                                                          |                     |
| 3   | Confirm Button | onClick submits the preferences, display the Verify screen of the Enroll AutoPay Source flow<br><br>If there is a system failure displays a page level error on the Enroll AutoPay Source screen |                     |



## Wireframe: Enroll in AutoPay - Paperless Statement Modal, Extra Small View

## Paperless Terms & Conditions

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dolor id nibh ultricies vehicula ut id elit. Aenean eu  
leo quam. Pellentesque ornare sem lacinia quam  
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## Terms and Conditions

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elit. Aenean eu leo quam. Pellentesque quamven  
venenatis vestibulum.

Confirm

Cancel

## Page Notes

Module Type: Transactional Module

This is the Paperless Statement Modal. In Extra Small View the module is full height.

☒ Verify Your Settings

PAYMENT TO  
[Partner Provided Card Name]  
Account Ending in 1234

PAYMENT FROM  
Bank of America Checking  
Account Ending in 5678

PAYMENT AMOUNT

Minimum Payment Due

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

Yes, Enroll me in Paperless Statements and Letters to [Partner Provided Card Name] Ending in 1234

Notifications will be sent to s\*\*\*\*\*m@email.com

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## 1 < Make Changes

2

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3

Cancel

Authorize

4

Module takeover displays if the account has bankrupt, charged-off, fraud, lost or stolen status.

| Key | Element                 | Action                                                                       | Notes                                            |
|-----|-------------------------|------------------------------------------------------------------------------|--------------------------------------------------|
| 1   | Make Changes Link       | onClick displays Select Your Settings page with pre-populated fields         | See <i>Wireframe: Enroll AutoPay, Large View</i> |
| 2   | Terms & Conditions Link | onClick displays the content modal with AutoPay Terms and Conditions content |                                                  |
| 3   | Cancel Button           | onClick dismisses the process and displays Cancel Confirmation modal         |                                                  |
| 4   | Authorize Button        | onClick authorizes AutoPay and displays confirmation                         |                                                  |



Wireframe: Enroll in AutoPay Module - Verify, Extra Small View

Enroll in AutoPay

Verify Your Settings

PAYMENT TO

[Partner Provided Card Name]

Account Ending in 1234

PAYMENT FROM

Bank of America Checking

Account Ending in 5678

PAYMENT AMOUNT

Minimum Payment Due

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

Yes, Enroll me in Paperless Statements and Letters for [Partner Provided Card Name] Ending in 1234

Notifications will be sent to s\*\*\*\*\*m@email.com

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< Make Changes

AutoPay Authorization

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Authorize

Cancel

Page Notes

Module Type: Transactional Module

This is the Enroll in AutoPay module’s verify screen. Content and interactions are consistent across all breakpoints.

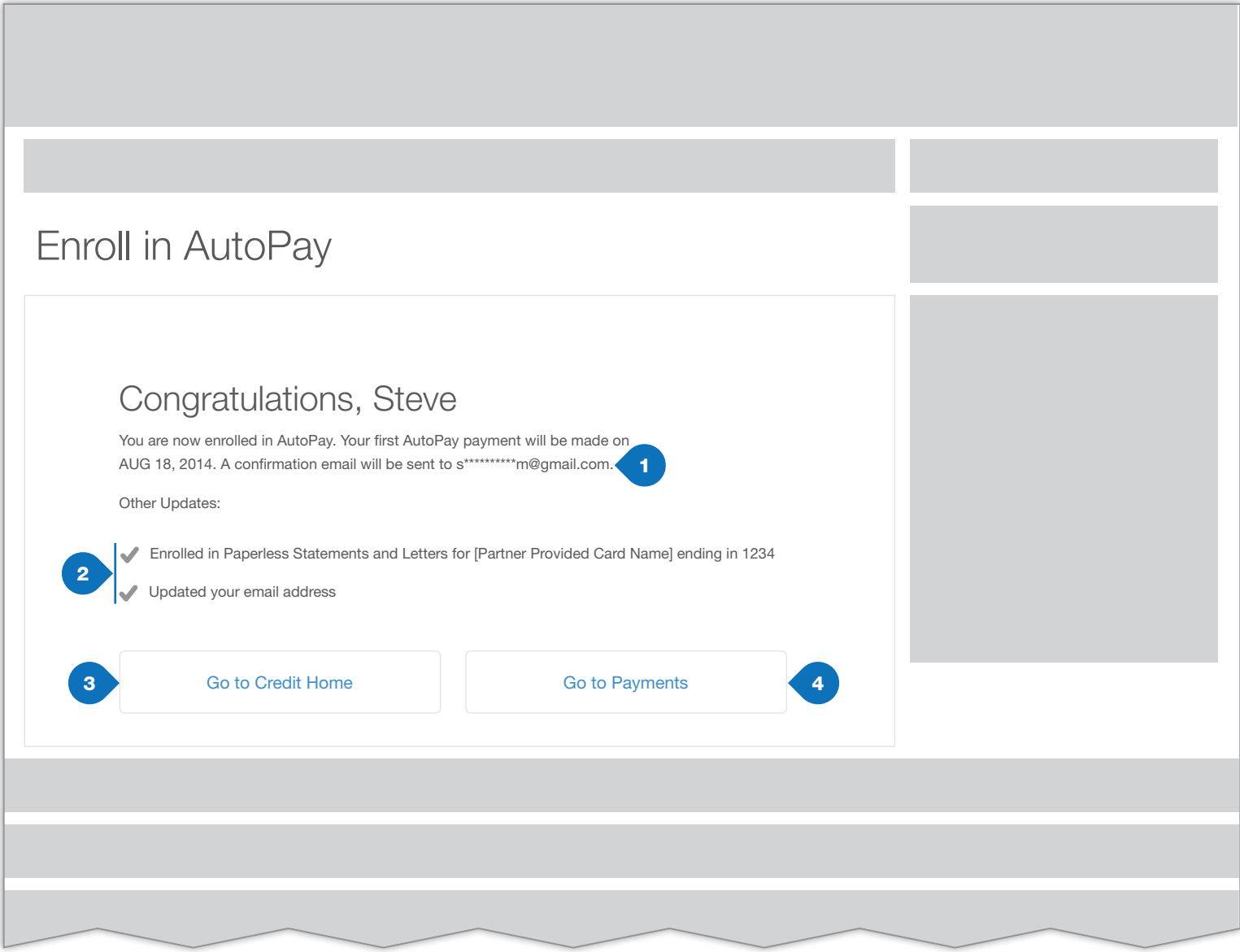
Module takeover is displayed if the account has bankrupt, charged-off, fraud, lost or stolen status.

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Wireframe: Enroll in AutoPay Module - Confirmation, Large View



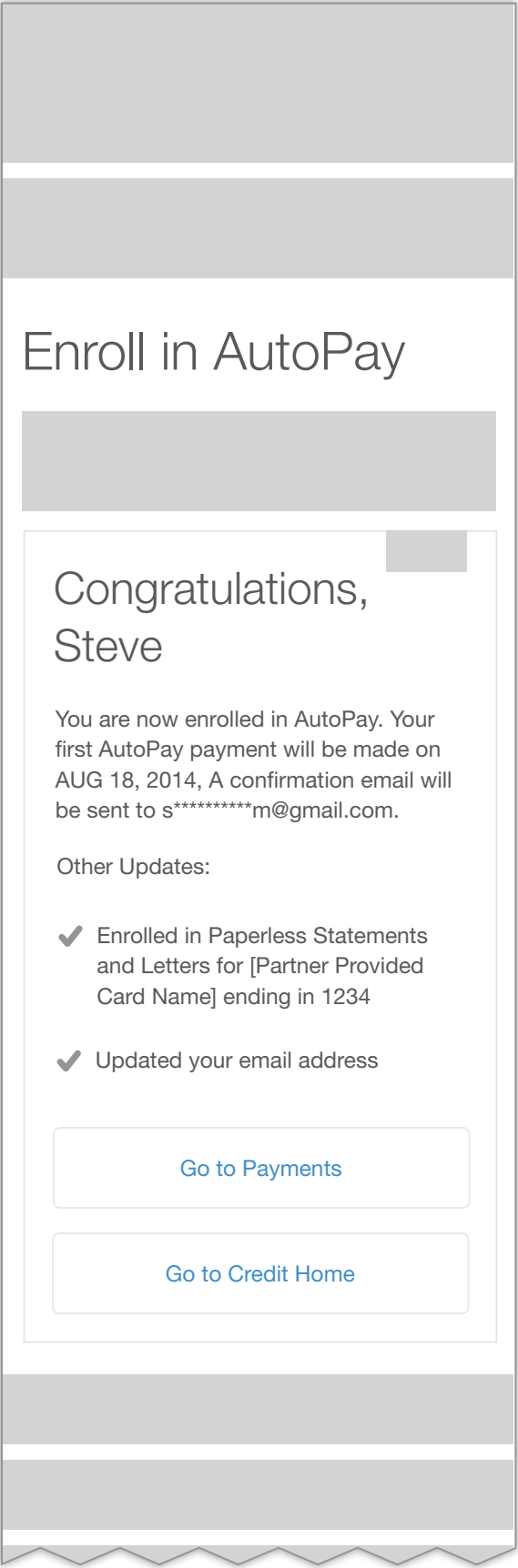
Page Notes

Module Type: Informational Module  
This is the Enroll in AutoPay module’s confirmation screen. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                  | Action                                | Notes                                                                                                                                           |
|-----|--------------------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Email Confirmation Copy  | None                                  | Conditional: does not appear if the user doesn’t have an email address on file                                                                  |
| 2   | Other Updates            | -                                     | ‘Other Updates’ content is conditional and appears if the user signs up for Paperless Statements or when user adds or edits their email address |
| 3   | Go To Credit Home Button | onClick displays Credit Home          |                                                                                                                                                 |
| 4   | Go To Payments Button    | onClick displays Payment Landing Page |                                                                                                                                                 |

Wireframe: Enroll in AutoPay Module - Confirmation, Extra Small View

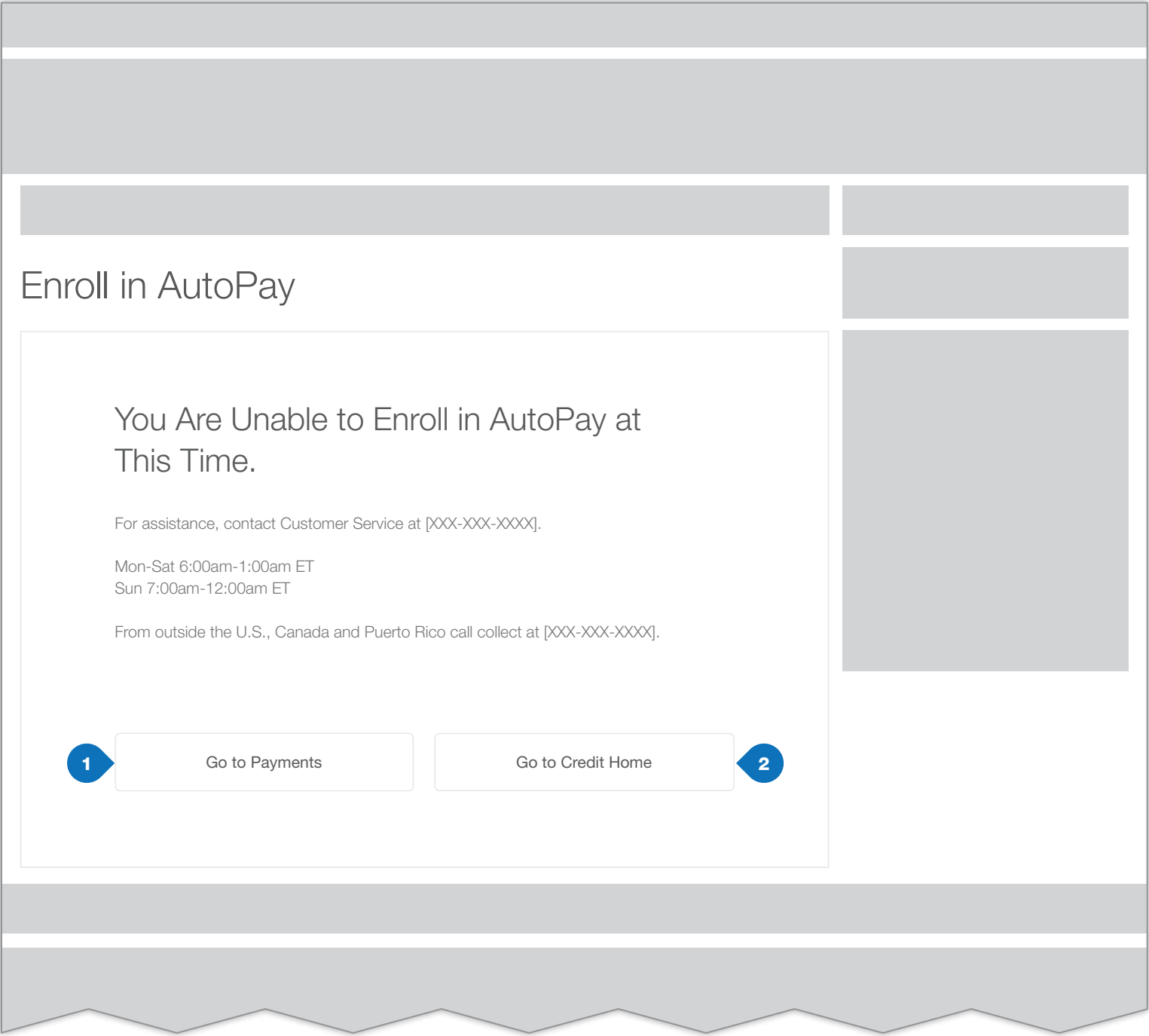


Page Notes

Module Type: Informational Module

This is the Enroll in AutoPay module’s confirmation screen. Content and interactions are consistent across all breakpoints.

Wireframe: Enroll in AutoPay Module - Takeover - Recurring Payments, Large View



Page Notes

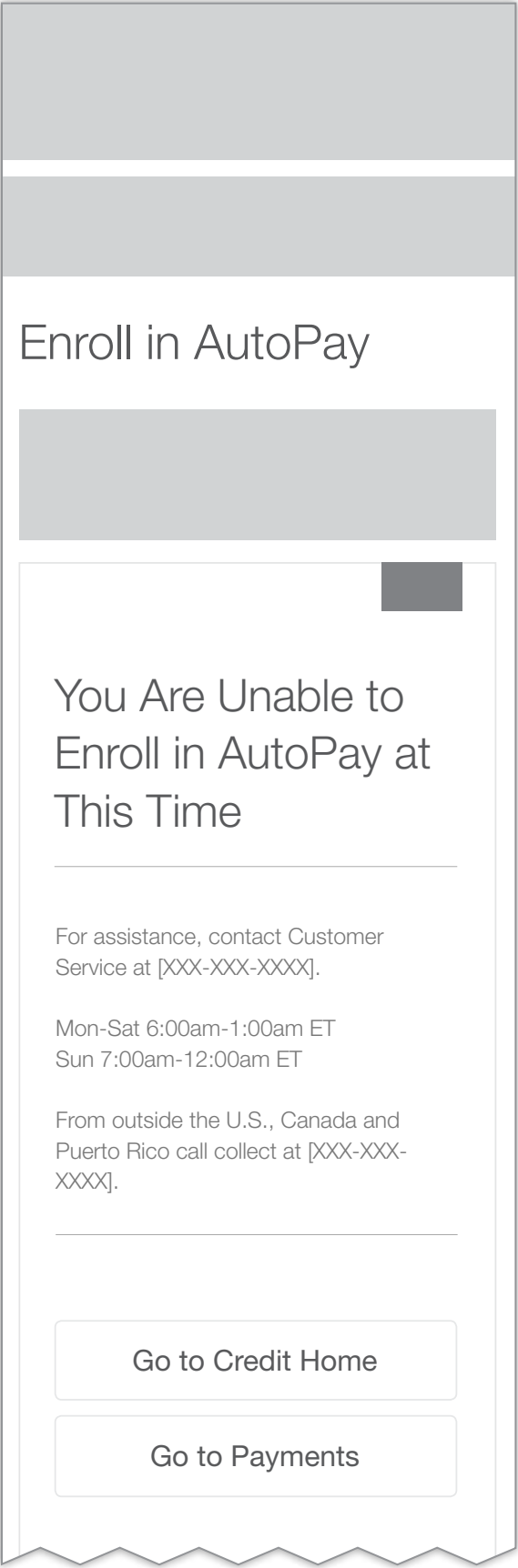
Module Type: Transactional Module

This is the Takeover view of the Enroll in AutoPay Module. This page is displayed if the user has Recurring Payments. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, display Module Failure.

Interaction Notes

| Key | Element                  | Action                                                                                                                        | Notes                                                                                               |
|-----|--------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 1   | Go To Payments Button    | onClick displays the Payments Landing Page                                                                                    |                                                                                                     |
| 2   | Go to Credit Home Button | onClick displays the Speedbump Module before linking to the Partner's site, which is displayed within the same browser window | Partner provided link<br>Link will return to the partner page the user entered the Fusion site from |

Wireframe: Enroll in AutoPay Module - Takeover - Recurring Payments, Extra Small View



Page Notes

Module Type: Transactional Module

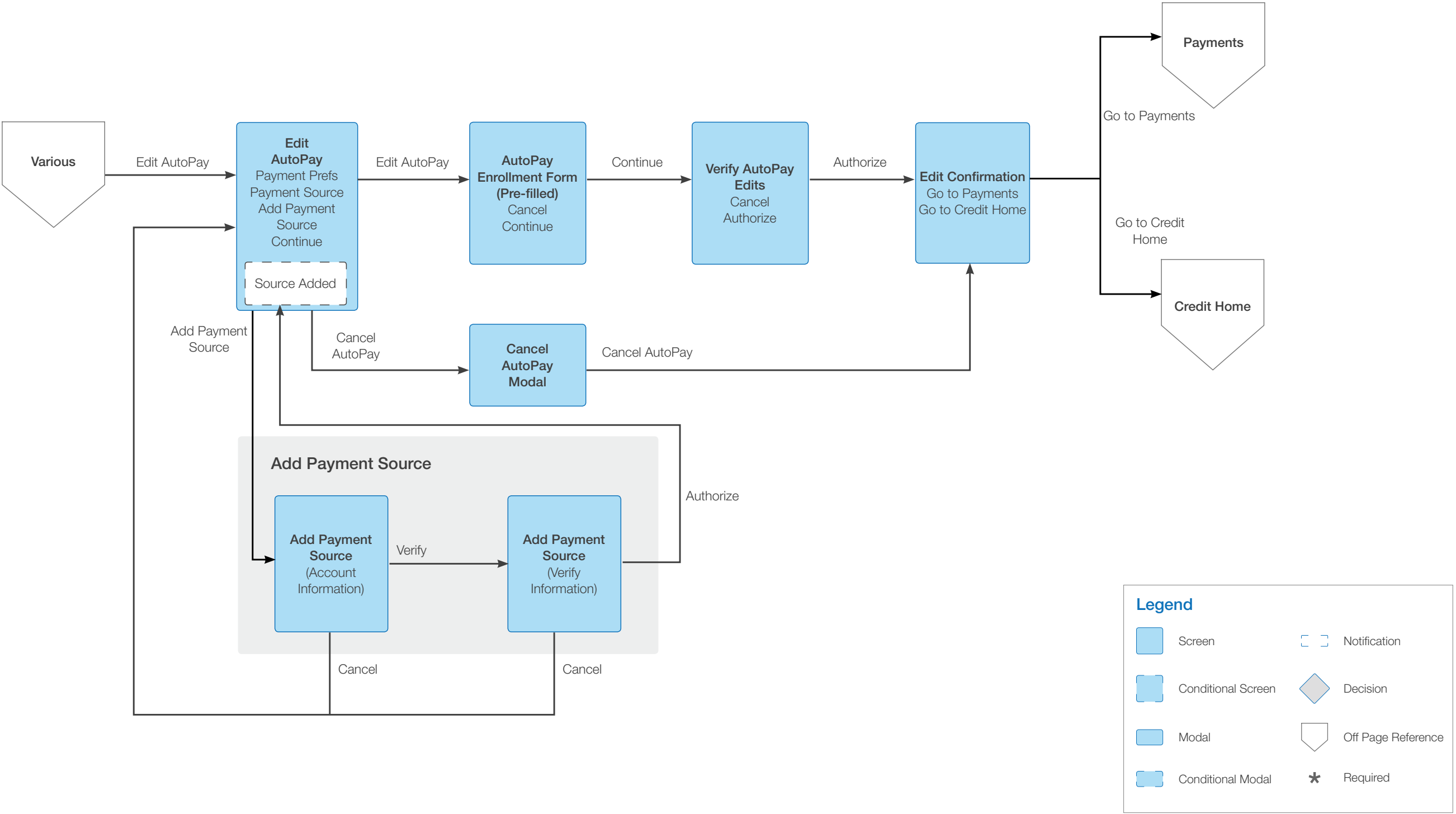
This is the Takeover view of the Enroll in AutoPay Module. This page is displayed if the user has Recurring Payments. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, display Module Failure.

Fusion 7 White Label Standard

# Edit AutoPay Module



# User Flow: Edit / Cancel AutoPay Settings



Wireframe: Edit AutoPay Module, Large View

Manage AutoPay

✕ Your AutoPay Settings

PAYMENT TO

FPO

[Partner Provided Card Name] Ending 1234

PAYMENT FROM

Bank of America Checking

Account Ending in 1234

PAYMENT AMOUNT

Minimum Payment Due

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

1

Cancel AutoPay

Edit AutoPay

2

Page Notes

Module Type: Transactional Module

This is the Edit AutoPay module. Content and interactions are consistent across all breakpoints.

Module does not appear if the account has bankrupt, legal, fraud, lost & stolen or charged-off status.

Interaction Notes

| Key | Element               | Action                                                                                | Notes |
|-----|-----------------------|---------------------------------------------------------------------------------------|-------|
| 1   | Cancel AutoPay Button | onClick displays Cancel AutoPay modal                                                 |       |
| 2   | Edit AutoPay Button   | onClick loads Enroll AutoPay Module with form fields pre-filled with current settings |       |

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Wireframe: Edit AutoPay Module, Extra Small View

Manage AutoPay

Your AutoPay Settings

PAYMENT TO

FPO

[Partner Provided Card Name]  
Ending in 1234

PAYMENT FROM

Bank of America Checking  
Account Ending in 5678

PAYMENT AMOUNT

Minimum Payment Due

Note: AutoPay payments are applied  
on your payment due date. Your first  
automatic payment will be made on  
AUG 18, 2014.

Edit AutoPay

Cancel AutoPay

Page Notes

Module Type: Transactional Module

This is the Edit AutoPay module. Content and interactions are consistent across all breakpoints.

## Wireframe: Edit AutoPay Module - Edit Form, Large View

## Manage AutoPay

## Select Your Settings

To make an automatic payment each month, choose your payment information.

PAYMENT TO

FPO

[Partner Provided Card Name] Ending 1234

PAYMENT FROM

Bank of America Checking  
Account Ending in 5678

[Add New Source >](#)

PAYMENT AMOUNT

☒ Minimum Payment Due

☐ Statement Balance in Full

☐ Other Amount

\$

☐ Minimum Payment Due + Other Amount

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

[Partner Provided Card Name] Ending in 1234

## Enroll in Paperless Statements and Letters

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nus, sam reptus, simus et rehenis velit quam se imaximi.

☒ Yes, enroll me in Paperless Statements and Letters.  
By leaving this box checked, I agree to the [Terms and Conditions](#).

s\*\*\*\*\*m@email.com

Edit

## Page Notes

Module Type: Transactional Module

This is the Edit view of the AutoPay module. The user's selections from Enroll in AutoPay are pre-populated with the exception of the Enroll in Paperless content. All other content and interactions are consistent with Enroll in AutoPay Module.

Content and interactions are consistent across all breakpoints.

Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status.

Wireframe: Edit AutoPay Module - Verify, Large View

Manage AutoPay

✕ Verify Your Settings

PAYMENT TO

[Partner Provided Card Name]

Account Ending in 1234

PAYMENT FROM

Bank of America Checking

Account Ending in 5678

PAYMENT AMOUNT

Minimum Payment Due

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

Yes, Enroll me in Paperless Statements and Letters to [Partner Provided Card Name] Ending in 1234

Notifications will be sent to s\*\*\*\*\*m@email.com

Utatur rectatur, qui omnibus plique ut acipsuntio. Itatem quiam quiamusant quodis explam quates nis provid quid ex ex eaque pro voluptur, inverovit magnisquodi iniet omni et porerci mporpor ehenias pelectem. Is aspe corem veles autatem facium nemporp orroremosam fuga. Porum quid eiusapid quatis nonsed mint ea aliquae voluptiste.

< Make Changes

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Cancel

Authorize

Page Notes

Module Type: Transactional Module

This is the Edit view of the AutoPay module. The user’s selections from Enroll in AutoPay are pre-populated with the exception of the Enroll in Paperless content. All other content interactions are consistent with Enroll in AutoPay Module.

Content and interactions are consistent across all breakpoints.

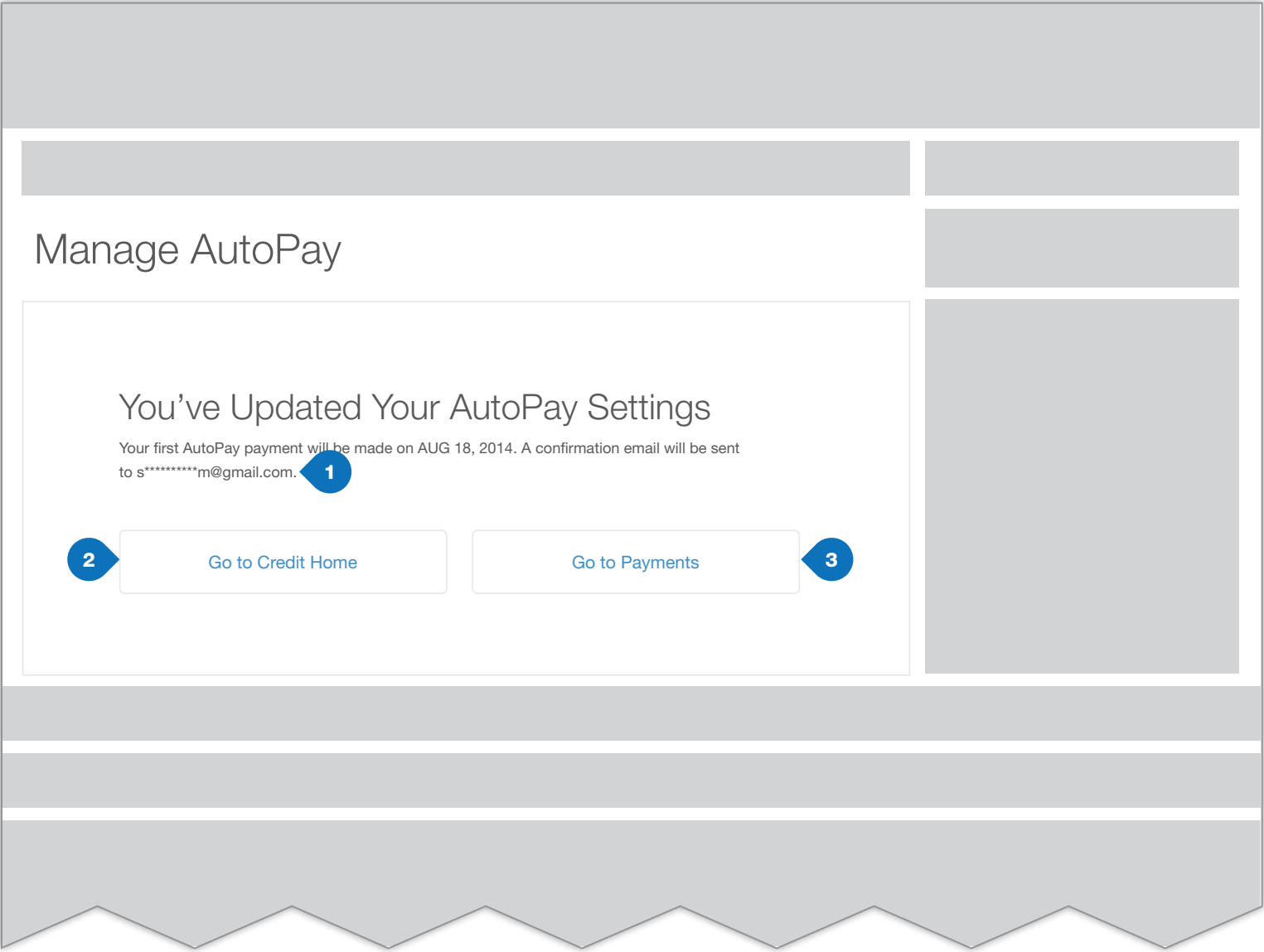
Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status.

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Wireframe: Edit AutoPay Module - Confirmation, Large View



Page Notes

Module Type: Transactional Module

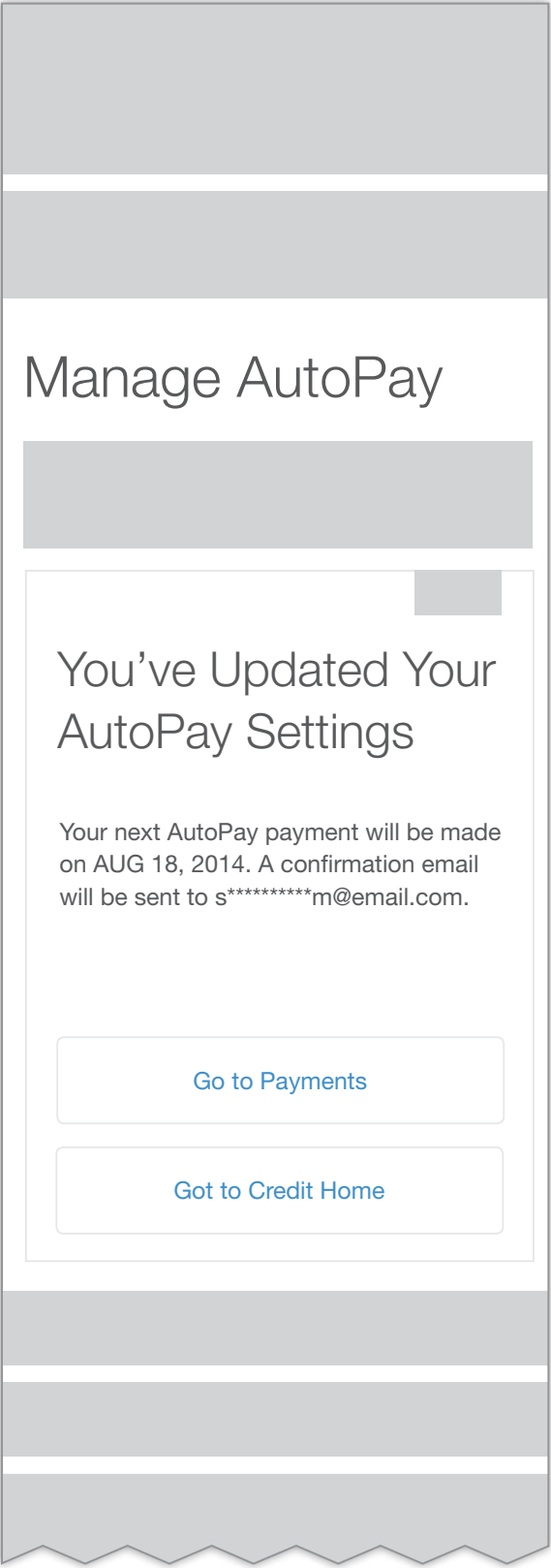
This is the Edit AutoPay module's confirmation screen. Content and interactions are consistent across all breakpoints.

Module takeover is displayed if the account has bankrupt, legal, fraud, lost & stolen or charged-off status.

Interaction Notes

| Key | Element                  | Action                                | Notes                                                                            |
|-----|--------------------------|---------------------------------------|----------------------------------------------------------------------------------|
| 1   | Email Confirmation Copy  | None                                  | Conditional: does not appear if the user does not have an email address on file. |
| 2   | Go to Credit Home Button | onClick displays Credit Home page     |                                                                                  |
| 3   | Go to Payments Button    | onClick displays Payment Landing Page |                                                                                  |

Wireframe: Edit AutoPay Module - Confirmation, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Edit AutoPay module's confirmation screen. Content and interactions are consistent across all breakpoints.

| FUSION: ENROLL/EDIT AUTOPAY – PAGE TITLE       |   |   |              |                                                                           |                                                                          |     |               |                |                          |        |                                                                                                |
|------------------------------------------------|---|---|--------------|---------------------------------------------------------------------------|--------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------|
| D                                              | T | M | ELEMENT      | COPY                                                                      | COPY (SPANISH)                                                           | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                          |
|                                                |   |   | Header       | Enroll in AutoPay                                                         | Inscribirse en AutoPay                                                   |     |               |                |                          |        | Header also appears in Add a Payment Source flow when the user chooses the Add New Source link |
| FUSION: ENROLL/EDIT AUTOPAY, ENTER INFORMATION |   |   |              |                                                                           |                                                                          |     |               |                |                          |        |                                                                                                |
| D                                              | T | M | ELEMENT      | COPY                                                                      | COPY (SPANISH)                                                           | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                          |
|                                                |   |   | Header       | Select Your Settings                                                      | Selecciona tu configuración                                              |     |               |                |                          |        |                                                                                                |
|                                                |   |   | Copy         | To make an automatic payment each month, choose your payment information. | Para efectuar un pago automático cada mes, elige tu información de pago. |     |               |                |                          |        |                                                                                                |
|                                                |   |   | Table Header | Payment To                                                                | Pago A                                                                   |     |               |                |                          |        |                                                                                                |
|                                                |   |   | Dynamic Data | [Standard Product Name] Ending in [XXXX]                                  | [Standard Product Name] Que termina en [XXXX]                            |     |               |                |                          |        |                                                                                                |
|                                                |   |   | Text         | Payment From                                                              | Pago desde                                                               |     |               |                |                          |        |                                                                                                |
|                                                |   |   | Radio Button | [Nickname or Default] Account Ending in [Last 4 Digits of Account]        | [Nickname or Default] Cuenta que Termina en [Last 4 Digits of Account]   |     |               |                |                          |        | Up to five payment sources can be displayed.<br><br>First option is preselected.               |
|                                                |   |   | Text         | Unavailable for payment.                                                  | No disponible para pagos.                                                |     |               |                |                          |        | Appears if user’s account is unavailable (once for each unavailable source)                    |
|                                                |   |   | Link         | <a href="#">Add New Source &gt;</a>                                       | <a href="#">Agregar nueva fuente &gt;</a>                                |     |               |                |                          |        | Conditional Content; only appears if user can add another payment source                       |
|                                                |   |   | Label        | Payment Amount                                                            | Monto Del Pago                                                           |     |               |                |                          |        |                                                                                                |
|                                                |   |   | Radio Button | Minimum Payment Due                                                       | Pago Mínimo Adeudado                                                     |     |               |                |                          |        |                                                                                                |
|                                                |   |   | Radio Button | Statement Balance in Full                                                 | Saldo en su totalidad del estado de cuenta                               |     |               |                |                          |        |                                                                                                |
|                                                |   |   | Radio Button | Other Amount                                                              | Otro Monto                                                               |     |               |                |                          |        |                                                                                                |



|  |  |  |               |                                                                                                                                                                                                                            |                                                                                                                                                                                                                             |                                                 |                                     |                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                   |  |                                                 |
|--|--|--|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------|
|  |  |  | Numeric Field | [\$]                                                                                                                                                                                                                       | [\$]                                                                                                                                                                                                                        | Field accepts numbers and a decimal point only. |                                     | Client side field error: Blank field:<br>Please enter a valid Payment Amount using only numbers and a decimal point.<br><br>Payment under minimum or over maximum:<br><br>Your payment amount must be at least [Partner AutoPay Minimum] and cannot exceed the Total Balance as shown on your statement.            | Error del lado del cliente, campo en blanco:<br>Ingresa un Monto de Pago válido usando solamente números y un punto decimal.<br><br>Payment under minimum or over maximum:<br><br>Tu monto de pago debe ser al menos [Partner AutoPay Minimum] y no puede exceder el Saldo Total que se indica en tu estado de cuenta.            |  | Field accepts numbers and a decimal point only. |
|  |  |  | Field Help    | \$(Partner Minimum) minimum, not to exceed the Total Balance as shown on your statement. If the amount chosen is less than the Minimum Payment Due and you do not make additional payments, your account will be past due. | \$(Partner Minimum) mínimo, sin exceder el Saldo Total que se indica en tu estado de cuenta. Si el monto seleccionado es inferior al Pago Mínimo Adeudado y no realizas pagos adicionales, tu cuenta se encontrará vencida. |                                                 |                                     |                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                   |  |                                                 |
|  |  |  | Radio Button  | Minimum Payment Due + Other Amount                                                                                                                                                                                         | Pago Mínimo Adeudado + Otro Monto                                                                                                                                                                                           | Minimum Payment Due plus Other Amount           | Pago Mínimo Adeudado más Otro Monto |                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                   |  |                                                 |
|  |  |  | Numeric Field | [\$]                                                                                                                                                                                                                       | [\$]                                                                                                                                                                                                                        |                                                 |                                     | Client side field error.<br><br>Blank field:<br><br>Please enter a valid Payment Amount using only numbers and a decimal point.<br><br>Payment under minimum or over maximum:<br><br>Your payment amount must be at least [Partner AutoPay Minimum] and cannot exceed the Total Balance as shown on your statement. | Error del lado del cliente.<br><br>Campo en blanco:<br><br>Ingresa un Monto de Pago válido usando solamente números y un punto decimal.<br><br>Payment under minimum or over maximum:<br><br>Tu monto de pago debe ser al menos [Partner AutoPay Minimum] y no puede exceder el Saldo Total que se indica en tu estado de cuenta. |  | Field accepts numbers and a decimal point only. |
|  |  |  | Field Help    | \$(Partner Minimum) minimum, not to exceed the Total Balance as shown on your statement. If the amount chosen is less than the Minimum Payment Due and you do not make additional payments, your account will be past due. | \$(Partner Minimum) mínimo, sin exceder el Saldo Total que se indica en tu estado de cuenta. Si el monto seleccionado es inferior al Pago Mínimo Adeudado y no realizas pagos adicionales, tu cuenta se encontrará vencida. |                                                 |                                     |                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                   |  |                                                 |

|  |  |  |              |                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                    |  |  |  |  |  |                                                                                                                         |
|--|--|--|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|-------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Copy         | Note: AutoPay payments are applied on your due date. Your first automatic payment will be made on [MMM DD, YYYY].                                                                                    | Nota: Los pagos de AutoPay se aplican en tu fecha de vencimiento. Tu primer pago automático se efectuará en la fecha [MMM DD, YYYY].                                                                                                                               |  |  |  |  |  |                                                                                                                         |
|  |  |  | Text         | [Card/Program Name]<br>Ending in [XXXX]                                                                                                                                                              | Card/Program Name<br>Que termina en [XXXX]                                                                                                                                                                                                                         |  |  |  |  |  |                                                                                                                         |
|  |  |  | H4           | Enroll in Paperless Statements and Letters                                                                                                                                                           | Inscríbete en el Programa Paperless Statements y Letters.                                                                                                                                                                                                          |  |  |  |  |  | Appears if the user is not enrolled in Paperless Statements or Letters                                                  |
|  |  |  | Heading      | You're enrolled in Paperless Letters. Now add Paperless Statements.                                                                                                                                  | Estás inscrito en el Programa Paperless Letters. Ahora agrega Paperless Statements.                                                                                                                                                                                |  |  |  |  |  | Appears if user is already enrolled in Paperless Letters                                                                |
|  |  |  | Heading      | You're enrolled in Paperless Statements. Now add Paperless Letters.                                                                                                                                  | Estás inscrito en el Programa Paperless Statements. Ahora agrega Paperless Letters.                                                                                                                                                                                |  |  |  |  |  | Appears if user is already enrolled in Paperless Statements                                                             |
|  |  |  | Text         | Conveniently access your statements and letters online instead of by mail. Email notifications will be sent when your statements are ready to view, payments are due or a legal notice is available. | Accede cómodamente a tus estados de cuenta y tus cartas en línea en lugar de hacerlo por correo postal. Se te enviarán notificaciones por email cuando tus estados de cuenta estén listos para consultarlos, cuando venzan pagos o un aviso legal esté disponible. |  |  |  |  |  |                                                                                                                         |
|  |  |  | Checkbox     | Yes, enroll me in Paperless [Statements; Letters; Statements and Letters].                                                                                                                           | Sí, inscríbanme en el Programa Paperless [Statements; Letters; Statements y Letters].                                                                                                                                                                              |  |  |  |  |  | Checkbox is preselected                                                                                                 |
|  |  |  | Copy         | By checking this box, you agree to the <a href="#">Terms and Conditions</a> .                                                                                                                        | Al marcar esta casilla, usted acepta los <a href="#">Términos y Condiciones</a> .                                                                                                                                                                                  |  |  |  |  |  | Launches Terms and Conditions modal                                                                                     |
|  |  |  | Text         | Paperless email notifications will be sent to the following address:                                                                                                                                 | Se enviarán notificaciones de los programas Paperless por email a la siguiente dirección:                                                                                                                                                                          |  |  |  |  |  |                                                                                                                         |
|  |  |  | Text         | Email Address                                                                                                                                                                                        | Dirección de Email                                                                                                                                                                                                                                                 |  |  |  |  |  | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox                      |
|  |  |  | Dynamic Data | [user@domain.com]                                                                                                                                                                                    | [user@domain.com]                                                                                                                                                                                                                                                  |  |  |  |  |  | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox. Masking rules apply |



|  |  |  |             |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                            |                                     |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                             |
|--|--|--|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Link        | Edit                                                                                                                                                                                                                                                                                                         | Editar                                                                                                                                                                                                                                                                                                                                                                             | Edit Email Address.        | Editar la Dirección de Email.       |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                             |  | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox. Reveals the email fields when clicked   |
|  |  |  | Field Label | Email Address                                                                                                                                                                                                                                                                                                | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                 |                            |                                     | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br>Please enter your Email Address in the following format: user@domain.com.                                                                                                                                     | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.                                                                                                                                               |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                        |
|  |  |  | Field Help  | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                            |                                     |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                             |  | Field help text<br><br>Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit |
|  |  |  | Link        | Email Policy                                                                                                                                                                                                                                                                                                 | Normas sobre el Email                                                                                                                                                                                                                                                                                                                                                              | Email Address Policy.      | Normas sobre la Dirección de Email. |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                             |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                        |
|  |  |  | Field Label | Confirm Email Address                                                                                                                                                                                                                                                                                        | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                                       |                            |                                     | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com. |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                        |
|  |  |  | Link        | Cancel                                                                                                                                                                                                                                                                                                       | Cancelar                                                                                                                                                                                                                                                                                                                                                                           | Cancel AutoPay enrollment. | Cancelar la inscripción en AutoPay. |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                             |

|                                     |   |   |                 |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                              |                                                           |                |                          |                                                    |                                                                            |
|-------------------------------------|---|---|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------|----------------|--------------------------|----------------------------------------------------|----------------------------------------------------------------------------|
|                                     |   |   | Button          | Continue                                                                                                                                                                                                                                                                                                                                                                                                         | Continuar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Continue to next step of AutoPay enrollment. | Continuar al siguiente paso de la inscripción en AutoPay. |                |                          |                                                    |                                                                            |
| FUSION: ENROLL/EDIT AUTOPAY, VERIFY |   |   |                 |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                              |                                                           |                |                          |                                                    |                                                                            |
| D                                   | T | M | ELEMENT         | COPY                                                                                                                                                                                                                                                                                                                                                                                                             | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ADA                                          | ADA (SPANISH)                                             | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID                                             | NOTES                                                                      |
|                                     |   |   | Header          | Enroll in AutoPay                                                                                                                                                                                                                                                                                                                                                                                                | Inscribirse en AutoPay                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                              |                                                           |                |                          |                                                    |                                                                            |
|                                     |   |   | Header          | Verify Your Settings                                                                                                                                                                                                                                                                                                                                                                                             | Verifica tu configuración                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                              |                                                           |                |                          |                                                    |                                                                            |
|                                     |   |   | Dynamic Text    | Note: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. Please see your statement for details. This warning message is part of the CARD Act of 2009 and the revised Truth in Lending Act, and is intended to make customers more aware of the time it will take to pay off balances when paying only the minimum payment due. | Nota: Si sólo efectúas el pago mínimo en cada período, pagarás más intereses y te llevará más tiempo liquidar tu saldo. Consulta tu estado de cuenta para obtener más detalles. Este mensaje de advertencia forma parte de la Ley de TARJETAS “CARD Act” del año 2009 y la revisión de la Ley de Veracidad en los Préstamos “Truth in Lending Act”, y está destinado a lograr que los clientes estén más informados con respecto a cuánto tiempo les tomará liquidar sus saldos al efectuar solamente el pago mínimo adeudado. |                                              |                                                           |                |                          | Conditional: User has selected Minimum Payment Due |                                                                            |
|                                     |   |   | Table Header    | PAYMENT TO                                                                                                                                                                                                                                                                                                                                                                                                       | PAGO A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                              |                                                           |                |                          |                                                    |                                                                            |
|                                     |   |   | Dynamic Data    | Standard Product Name] Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                                                                                  | [Standard Product Name] Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                              |                                                           |                |                          |                                                    |                                                                            |
|                                     |   |   | Table Header    | PAYMENT FROM                                                                                                                                                                                                                                                                                                                                                                                                     | PAGO DESDE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                              |                                                           |                |                          |                                                    |                                                                            |
|                                     |   |   | Dynamic Data    | [Nickname or Default] Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                                                                                   | [Nickname or Default] Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                              |                                                           |                |                          |                                                    |                                                                            |
|                                     |   |   | Table Header    | PAYMENT AMOUNT                                                                                                                                                                                                                                                                                                                                                                                                   | MONTO DEL PAGO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                              |                                                           |                |                          |                                                    |                                                                            |
|                                     |   |   | Dynamic Data    | [Payment Amount]                                                                                                                                                                                                                                                                                                                                                                                                 | [Payment Amount]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                              |                                                           |                |                          |                                                    |                                                                            |
|                                     |   |   | Dynamic Content | Minimum Payment Due + Other Amount                                                                                                                                                                                                                                                                                                                                                                               | Pago Mínimo Adeudado + Otro Monto                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Minimum Payment Due plus Other Amount        | Pago Mínimo Adeudado más Otro Monto                       |                |                          |                                                    | Conditional: If user selects “Minimum Payment Due Plus Additional Amount.” |

|  |  |  |                      |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                  |                               |                                      |  |  |  |                                                                                      |
|--|--|--|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------------------|--|--|--|--------------------------------------------------------------------------------------|
|  |  |  | Dynamic Data         | Note: AutoPay payments are applied on your due date. Your first automatic payment will be made on [MMM DD, YYYY].                                                                                                                                                                                                      | Nota: Los pagos de AutoPay se aplican en tu fecha de vencimiento. Tu primer pago automático se efectuará en la fecha [MMM DD, YYYY].                                                                                                                                                                                                                                             |                               |                                      |  |  |  |                                                                                      |
|  |  |  | Confirmation Message | Yes, Enroll Me in Paperless [Statements; Letters; Statements and Letters] for [Card/Program Name] Ending in [XXXX]                                                                                                                                                                                                     | Sí, inscríbanme en el Programa Paperless [Statements; Letters; Statements y Letters] para [Nombre de Tarjeta/Programa] Que termina en [XXXX]                                                                                                                                                                                                                                     |                               |                                      |  |  |  | Dynamically generated depending on which Paperless features the user is enrolling in |
|  |  |  | Dynamic Data         | Notifications will be sent to [user@domain.com]                                                                                                                                                                                                                                                                        | Las notificaciones se enviarán a [user@domain.com]                                                                                                                                                                                                                                                                                                                               |                               |                                      |  |  |  | Appears if user entered an email address<br><br>Masking rules apply                  |
|  |  |  | Dynamic Text         | By enrolling this email address in Paperless Statements, you will also receive a monthly Payment Due email. If you already have an Alerts email address on file, it will be sent to that address. The Payment Due alert will not be sent if you have scheduled a payment. You can update your preferences at any time. | Al inscribir esta dirección de email en el Programa Paperless Statements, también recibirás un email de Pago Adeudado mensual. Si ya tienes registrada una dirección de email para Mensajes de alerta, lo recibirás en esa dirección. El mensaje de alerta de Pago Adeudado no se enviará si tienes un pago programado. Puedes actualizar tus preferencias en cualquier momento. |                               |                                      |  |  |  | Appears if the user is enrolled in Paperless Statements                              |
|  |  |  | Link                 | < Make Changes                                                                                                                                                                                                                                                                                                         | < Hacer cambios                                                                                                                                                                                                                                                                                                                                                                  |                               |                                      |  |  |  |                                                                                      |
|  |  |  | Header               | AutoPay Authorization                                                                                                                                                                                                                                                                                                  | Autorización de AutoPay                                                                                                                                                                                                                                                                                                                                                          |                               |                                      |  |  |  |                                                                                      |
|  |  |  | Checkbox             | By clicking Authorize, you agree to the Terms and Conditions and that this electronic AutoPay Enrollment and Authorization form represents your written authorization to enroll in the AutoPay program.                                                                                                                | Al hacer clic en Autorizar, usted acepta los Términos y Condiciones y acepta que este formulario electrónico de Inscripción y Autorización de AutoPay representa su autorización escrita para inscribirse en el programa AutoPay.                                                                                                                                                |                               |                                      |  |  |  | Link launches AutoPay Terms and Conditions modal                                     |
|  |  |  | Link                 | Cancel                                                                                                                                                                                                                                                                                                                 | Cancelar                                                                                                                                                                                                                                                                                                                                                                         | Cancel AutoPay enrollment.    | Cancelar la inscripción en AutoPay.  |  |  |  |                                                                                      |
|  |  |  | Button               | Authorize                                                                                                                                                                                                                                                                                                              | Autorizar                                                                                                                                                                                                                                                                                                                                                                        | Authorize AutoPay enrollment. | Autorizar la inscripción en AutoPay. |  |  |  |                                                                                      |

| FUSION: ENROLL/EDIT IN AUTOPAY, CONFIRMATION |   |   |                    |                                                                                                                                                         |                                                                                                                                                    |     |               |                |                          |        |                                                                                                                  |
|----------------------------------------------|---|---|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------|
| D                                            | T | M | ELEMENT            | COPY                                                                                                                                                    | COPY (SPANISH)                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                            |
|                                              |   |   | Header             | Enroll in AutoPay                                                                                                                                       | Inscribirse en AutoPay                                                                                                                             |     |               |                |                          |        |                                                                                                                  |
|                                              |   |   | Header             | Congratulations, [FirstName]                                                                                                                            | Felicitaciones, [FirstName]                                                                                                                        |     |               |                |                          |        |                                                                                                                  |
|                                              |   |   | Dynamic Copy       | You are now enrolled in AutoPay. Your first automatic payment will be made on [MMM DD, YYYY]. [A confirmation email will be sent to [user@domain.com].] | Ya estás inscrito en AutoPay. Tu primer pago automático se efectuará el [MMM DD, YYYY]. [Se enviará un email de confirmación a [user@domain.com].] |     |               |                |                          |        | Final sentence appears only if the user has an email address on file<br><br>Masking rules apply to email address |
|                                              |   |   | Text               | Other updates:                                                                                                                                          | Otras actualizaciones:                                                                                                                             |     |               |                |                          |        | Appears if user added Paperless or updated their email                                                           |
|                                              |   |   | Checkmark Image    |                                                                                                                                                         |                                                                                                                                                    |     |               |                |                          |        | Appears if user enrolled in Paperless                                                                            |
|                                              |   |   | Text               | Enrolled in Paperless Statements and Letters for [Card/Program Name] Ending in [XXXX]                                                                   | Inscrito en el Programa Paperless Statements y Letters para [Nombre de Tarjeta/Programa] Que termina en [XXXX]                                     |     |               |                |                          |        | Appears if user enrolled in Paperless, but was previous enrolled in neither service                              |
|                                              |   |   | Text               | Enrolled in Paperless Statements for [Card/Program Name] Ending in [XXXX]                                                                               | Inscrito en el Programa Paperless Statements para [Nombre de Tarjeta/Programa] Que termina en [XXXX]                                               |     |               |                |                          |        | Appears if user enrolled in Paperless, but was previously enrolled in Letters                                    |
|                                              |   |   | Text               | Enrolled in Paperless Letters for [Card/Program Name] Ending in [XXXX]                                                                                  | Inscrito en el Programa Paperless Letters para [Nombre de Tarjeta/Programa] Que termina en [XXXX]                                                  |     |               |                |                          |        | Appears if user enrolled in Paperless, but was previously enrolled in Statements                                 |
|                                              |   |   | Dynamic Text       | Updated your email address                                                                                                                              | Se actualizó tu dirección de email                                                                                                                 |     |               |                |                          |        | Appears if user updated their email address                                                                      |
|                                              |   |   | Button (Primary)   | Go to Credit Home                                                                                                                                       | Ir a la Página principal de crédito                                                                                                                |     |               |                |                          |        |                                                                                                                  |
|                                              |   |   | Button (Secondary) | Go to Payments                                                                                                                                          | Ir a Pagos                                                                                                                                         |     |               |                |                          |        |                                                                                                                  |
| FUSION: MANAGE AUTOPAY – PAGE TITLE          |   |   |                    |                                                                                                                                                         |                                                                                                                                                    |     |               |                |                          |        |                                                                                                                  |
| D                                            | T | M | ELEMENT            | COPY                                                                                                                                                    | COPY (SPANISH)                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                            |
|                                              |   |   | Header             | Manage AutoPay                                                                                                                                          | Manejar AutoPay                                                                                                                                    |     |               |                |                          |        |                                                                                                                  |
| FUSION: MANAGE AUTOPAY                       |   |   |                    |                                                                                                                                                         |                                                                                                                                                    |     |               |                |                          |        |                                                                                                                  |
| D                                            | T | M | ELEMENT            | COPY                                                                                                                                                    | COPY (SPANISH)                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                            |
|                                              |   |   | Header             | Your AutoPay Settings                                                                                                                                   | Tu configuración de AutoPay                                                                                                                        |     |               |                |                          |        |                                                                                                                  |

|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                                     |  |  |  |  |                                                                                              |
|--|--|--|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|-------------------------------------|--|--|--|--|----------------------------------------------------------------------------------------------|
|  |  |  | Dynamic Text    | Note: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. Please see your statement for details. This warning message is part of the CARD Act of 2009 and the revised Truth in Lending Act, and is intended to make customers more aware of the time it will take to pay off balances when paying only the minimum payment due. | Nota: Si sólo efectúas el pago mínimo en cada período, pagarás más intereses y te llevará más tiempo liquidar tu saldo. Consulta tu estado de cuenta para obtener más detalles. Este mensaje de advertencia forma parte de la Ley de TARJETAS “CARD Act” del año 2009 y la revisión de la Ley de Veracidad en los Préstamos “Truth in Lending Act”, y está destinado a lograr que los clientes estén más informados con respecto a cuánto tiempo les tomará liquidar sus saldos al efectuar solamente el pago mínimo adeudado. |                                       |                                     |  |  |  |  | Conditional: User has selected Minimum Payment Due                                           |
|  |  |  | Table Header    | PAYMENT TO                                                                                                                                                                                                                                                                                                                                                                                                       | PAGO A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                       |                                     |  |  |  |  |                                                                                              |
|  |  |  | Image           | [Credit Card Icon]                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                                     |  |  |  |  |                                                                                              |
|  |  |  | Dynamic Data    | Standard Product Name<br>Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                                                                                | [Standard Product Name]<br>Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                       |                                     |  |  |  |  |                                                                                              |
|  |  |  | Table Header    | PAYMENT FROM                                                                                                                                                                                                                                                                                                                                                                                                     | PAGO DESDE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                     |  |  |  |  |                                                                                              |
|  |  |  | Dynamic Data    | [Nickname or Default]<br>Account Ending in [XXXX]                                                                                                                                                                                                                                                                                                                                                                | [Nickname or Default]<br>Cuenta que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                       |                                     |  |  |  |  |                                                                                              |
|  |  |  | Table Header    | PAYMENT AMOUNT                                                                                                                                                                                                                                                                                                                                                                                                   | MONTO DEL PAGO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                       |                                     |  |  |  |  |                                                                                              |
|  |  |  |                 | [Payment Amount]                                                                                                                                                                                                                                                                                                                                                                                                 | [Payment Amount]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |                                     |  |  |  |  |                                                                                              |
|  |  |  | Dynamic Content | Minimum Payment Due + Other Amount                                                                                                                                                                                                                                                                                                                                                                               | Pago Mínimo Adeudado + Otro Monto                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Minimum Payment Due plus Other Amount | Pago Mínimo Adeudado más Otro Monto |  |  |  |  | Conditional: If user is currently enrolled for “Minimum Payment Due Plus Additional Amount.” |
|  |  |  | Dynamic Data    | Note: AutoPay payments are applied on your due date. Your next automatic payment will be made on [MMM DD, YYYY].                                                                                                                                                                                                                                                                                                 | Nota: Los pagos de AutoPay se aplican en tu fecha de vencimiento. Tu próximo pago automático se efectuará en la fecha [MMM DD, YYYY].                                                                                                                                                                                                                                                                                                                                                                                          |                                       |                                     |  |  |  |  |                                                                                              |
|  |  |  | Button          | Stop AutoPay                                                                                                                                                                                                                                                                                                                                                                                                     | Detener Autopay                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                       |                                     |  |  |  |  |                                                                                              |
|  |  |  | Button          | Edit AutoPay                                                                                                                                                                                                                                                                                                                                                                                                     | Editar AutoPay                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                       |                                     |  |  |  |  |                                                                                              |

| FUSION: MANAGE AUTOPAY, CONFIRMATION     |   |   |                    |                                                                                                                                |                                                                                                                                                                    |     |               |                |                          |        |                                        |
|------------------------------------------|---|---|--------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------|
| D                                        | T | M | ELEMENT            | COPY                                                                                                                           | COPY (SPANISH)                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                  |
|                                          |   |   | Header             | Manage AutoPay                                                                                                                 | Manejar AutoPay                                                                                                                                                    |     |               |                |                          |        |                                        |
|                                          |   |   | Header             | You've Updated Your AutoPay Settings                                                                                           | Has actualizado tu configuración de AutoPay.                                                                                                                       |     |               |                |                          |        |                                        |
|                                          |   |   | Dynamic Copy       | Your next automatic payment will be made on [MMM DD, YYYY]. [A confirmation email will be sent to [user@domain.com].]          | Tu próximo pago automático se efectuará en la fecha [MMM DD, YYYY]. [Se enviará un email de confirmación a [user@domain.com].]                                     |     |               |                |                          |        | Appears if user updated their settings |
|                                          |   |   | Dynamic Copy       | Your payment will no longer be deducted from your bank account automatically. AutoPay has been cancelled as of [MMM DD, YYYY]. | Tu pago ya no se deducirá automáticamente de tu cuenta bancaria. AutoPay ha sido cancelado a partir de la fecha [MMM DD, YYYY].                                    |     |               |                |                          |        | Appears if AutoPay was deactivated     |
|                                          |   |   | Dynamic Copy       | Changes made after 5 p.m. Eastern on the due date for your account will not be processed until the following business day.     | Los cambios realizados después de las 5 p.m., Hora del Este, en la fecha de vencimiento correspondiente a tu cuenta no se procesarán hasta el siguiente día hábil. |     |               |                |                          |        |                                        |
|                                          |   |   | Button (Primary)   | Go to Credit Home                                                                                                              | Ir a la Página principal de crédito                                                                                                                                |     |               |                |                          |        |                                        |
|                                          |   |   | Button (Secondary) | Go to Payments                                                                                                                 | Ir a Pagos                                                                                                                                                         |     |               |                |                          |        |                                        |
| FUSION: AUTOPAY TERMS & CONDITIONS MODAL |   |   |                    |                                                                                                                                |                                                                                                                                                                    |     |               |                |                          |        |                                        |
| D                                        | T | M | ELEMENT            | COPY                                                                                                                           | COPY (SPANISH)                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                  |
|                                          |   |   | Header             | You Will Be Enrolled in AutoPay                                                                                                | Se realizará tu inscripción en AutoPay                                                                                                                             |     |               |                |                          |        |                                        |
|                                          |   |   | Text               | AutoPay Terms & Conditions                                                                                                     | Términos y Condiciones de AutoPay                                                                                                                                  |     |               |                |                          |        |                                        |



|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  |                                                                                                                              |
|--|--|--|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Text | <p>A payment in the amount you requested will be automatically deducted from your designated bank account on your Payment Due Date each billing cycle. We may reduce your AutoPay amount when non-AutoPay payments or credits have been received prior to that billing cycle's Payment Due Date. Details. Changes made to your payment type or amount or banking information must be received by Department Stores National Bank prior to 5 p.m. ET on the Payment Due Date. Please Note: AutoPay payments will be credited as of your Payment Due Date.</p> | <p>Se deducirá automáticamente un pago por el monto que usted solicitó desde su Cuenta Bancaria designada en su Fecha de Vencimiento de Pago en cada ciclo de facturación. Podremos reducir su monto de AutoPay cuando se hayan recibido pagos o créditos no correspondientes a AutoPay antes de la Fecha de Vencimiento de Pago de ese ciclo de facturación. Detalles. Los cambios realizados en el tipo o monto de su pago, o en su información bancaria, deberán ser recibidos por Citibank antes de las 5 p.m., Hora del Este, de la Fecha de Vencimiento de Pago. Tenga en cuenta lo siguiente: Los pagos de AutoPay se acreditarán a partir de su Fecha de Vencimiento de Pago.</p> |  |  |  |  |  |  | <p>“Details” anchor links to supporting content below: “Your AutoPay payments will continue until you cancel AutoPay...”</p> |
|  |  |  | Text | <p>Your AutoPay payments will continue until you cancel AutoPay or close your account with a zero balance. We may cancel your AutoPay enrollment if any AutoPay payment is returned unpaid by your financial institution. We may also cancel the AutoPay service for any reason and will notify you if we do.</p>                                                                                                                                                                                                                                            | <p>Sus pagos de AutoPay continuarán hasta que usted cancele el servicio AutoPay o cierre su cuenta con un saldo cero. Podremos cancelar su inscripción en el servicio AutoPay si cualquier pago de AutoPay es devuelto sin pagar por su institución financiera. También podremos cancelar el servicio AutoPay por cualquier motivo y le notificaremos en caso de hacerlo.</p>                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |  |                                                                                                                              |



|                                               |   |   |         |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |       |
|-----------------------------------------------|---|---|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
|                                               |   |   | Text    | If any electronic payment is returned unpaid by your financial institution for any reason, we may charge, and you agree to pay, a returned payment fee. You may also be charged a late fee based on the terms and conditions of your Card Agreement. | Si su institución financiera devuelve un pago electrónico sin pagar por cualquier motivo, podremos cobrarle y usted acepta pagar un cargo por pago devuelto. También podremos cobrarle un cargo por demora sobre la base de los términos y condiciones de su Contrato de Tarjeta de Crédito. |     |               |                |                          |        |       |
|                                               |   |   |         | Will an additional payment stop my AutoPay automatic payment?                                                                                                                                                                                        | ¿Se suspenderá mi pago automático de AutoPay si se realiza un pago adicional?                                                                                                                                                                                                                |     |               |                |                          |        |       |
|                                               |   |   |         | We may reduce your AutoPay amount when non-AutoPay payments have been made during the monthly billing cycle. The AutoPay payment amount will only be reduced or canceled to avoid creating a credit balance on the account.                          | Podremos reducir su monto de AutoPay cuando se hayan realizado pagos no correspondientes a AutoPay durante el ciclo de facturación mensual. El monto de pago de AutoPay solamente se reducirá o se cancelará para evitar generar un saldo de crédito en la cuenta.                           |     |               |                |                          |        |       |
| FUSION: AUTOPAY MODULE — CANCEL AUTOPAY MODAL |   |   |         |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |       |
| D                                             | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                               |   |   | Heading | Are you sure you want to stop AutoPay?                                                                                                                                                                                                               | ¿Estás seguro de que deseas detener AutoPay?                                                                                                                                                                                                                                                 |     |               |                |                          |        |       |
|                                               |   |   |         | By stopping AutoPay, any autopayments you have scheduled will not be processed. If you want to add AutoPay at a later date, you will have to re-enroll.                                                                                              | Al detener AutoPay, cualquier pago automático que hayas programado no se procesará. Si deseas agregar AutoPay en una fecha posterior, deberás volver a inscribirte.                                                                                                                          |     |               |                |                          |        |       |
|                                               |   |   | Text    | If you stop AutoPay, your automatic monthly payments will stop. If you currently have a pending payment, it will still be processed. If you want to add AutoPay at a later date, you will have to re-enroll.                                         | Si detienes AutoPay, se suspenderán tus pagos mensuales automáticos. Si actualmente tienes un pago pendiente, igualmente se procesará. Si deseas agregar AutoPay en una fecha posterior, deberás volver a inscribirte.                                                                       |     |               |                |                          |        |       |
|                                               |   |   | Button  | Stop AutoPay                                                                                                                                                                                                                                         | Detener Autopay                                                                                                                                                                                                                                                                              |     |               |                |                          |        |       |

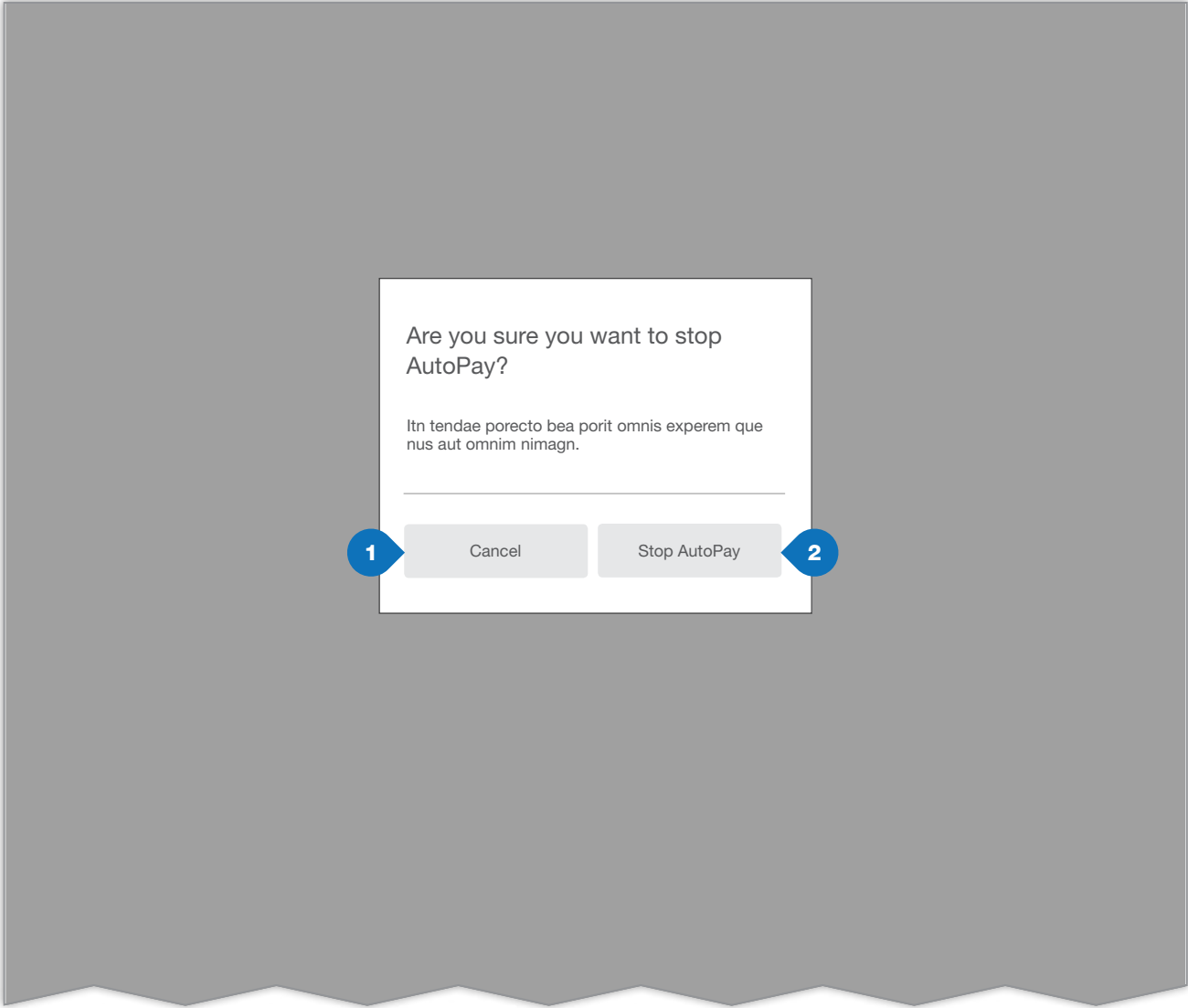


|                                                           |   |   |                  |                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                             |                          |                                  |                |                          |        |                                                              |
|-----------------------------------------------------------|---|---|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------|----------------|--------------------------|--------|--------------------------------------------------------------|
|                                                           |   |   | Button           | Cancel                                                                                                                                                                                                                                         | Cancelar                                                                                                                                                                                                                                                                                    | Cancel stopping Autopay. | Cancelar la detención de Autopay |                |                          |        |                                                              |
| FUSION: AUTOPAY MODULE — TAKEOVER MESSAGE                 |   |   |                  |                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                             |                          |                                  |                |                          |        |                                                              |
| D                                                         | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                                                                                                              | ADA                      | ADA (SPANISH)                    | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                        |
|                                                           |   |   | Heading          | AutoPay Unavailable                                                                                                                                                                                                                            | AutoPay no está disponible                                                                                                                                                                                                                                                                  |                          |                                  |                |                          |        |                                                              |
|                                                           |   |   | Text             | AutoPay is unavailable to your account at the moment. For assistance, please contact [Customer Service Phone Number]                                                                                                                           | AutoPay no está disponible para tu cuenta en este momento. Para obtener ayuda, comunícate con [Customer Service Phone Number]                                                                                                                                                               |                          |                                  |                |                          |        | CIL Error Code 102, 5097                                     |
| ENROLL IN AUTOPAY — INELIGIBLE TO ENROLL TAKEOVER MESSAGE |   |   |                  |                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                             |                          |                                  |                |                          |        |                                                              |
| D                                                         | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                                                                                                              | ADA                      | ADA (SPANISH)                    | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                        |
|                                                           |   |   | Heading          | You Are Unable to Enroll in AutoPay at This Time                                                                                                                                                                                               | No puedes inscribirte en AutoPay en este momento.                                                                                                                                                                                                                                           |                          |                                  |                |                          |        | Appears if user is currently enrolled in recurring payments. |
|                                                           |   |   | Text             | For additional information, please contact a Customer Service representative at [XXX-XXX-XXXX].<br><br>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].<br><br>HOURS<br>[Day-Day HH:MM am/pm -HH:MM am/pm TZ] | Para obtener información adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].<br><br>Si te encuentras fuera de los EE. UU., Canadá y Puerto Rico, llama con cobro revertido al [X-XX-XXX-XXX-XXXX].<br><br>HORARIO<br>[Day-Day HH:MM am/pm -HH:MM am/pm TZ] |                          |                                  |                |                          |        | See appendix for phone numbers and hours of operation.       |
|                                                           |   |   | Button (Primary) | Go to Credit Home                                                                                                                                                                                                                              | Ir a la Página principal de crédito                                                                                                                                                                                                                                                         |                          |                                  |                |                          |        |                                                              |
|                                                           |   |   | Button           | Go to Payments                                                                                                                                                                                                                                 | Ir a Pagos                                                                                                                                                                                                                                                                                  |                          |                                  |                |                          |        |                                                              |

Fusion 7 White Label Standard

# Cancel AutoPay Module

Wireframe: Cancel AutoPay Module - Modal, Large View



Page Notes

Module Type: Transactional Module

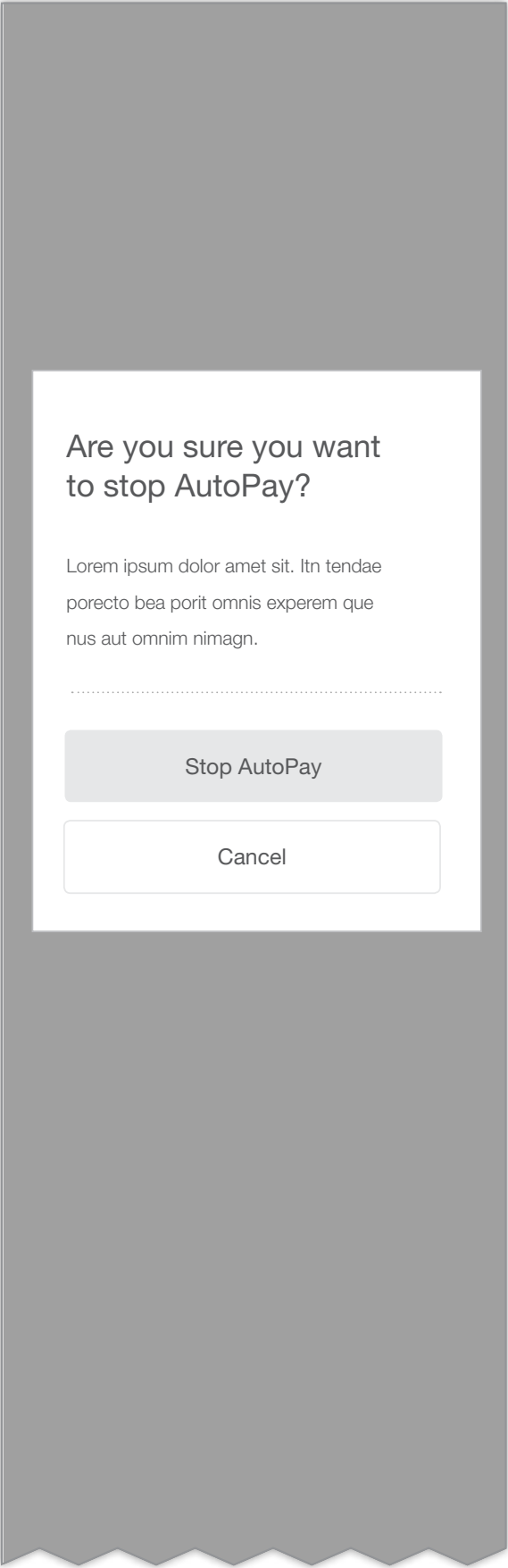
This is the Cancel AutoPay Modal. Content and interactions are consistent across all breakpoints.

Module does not appear if the account has bankrupt, charged-off, legal, fraud, lost or stolen status.

Interaction Notes

| Key | Element             | Action                                                                                        | Notes                                            |
|-----|---------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------|
| 1   | Cancel Button       | onClick closes the modal, stops the cancellation process and displays the Manage AutoPay page | See <i>Wireframe: Manage AutoPay, Large View</i> |
| 2   | Stop AutoPay Button | onClick stops AutoPay and displays the Cancel AutoPay confirmation screen                     |                                                  |

Wireframe: Cancel AutoPay Module - Modal, Extra Small View



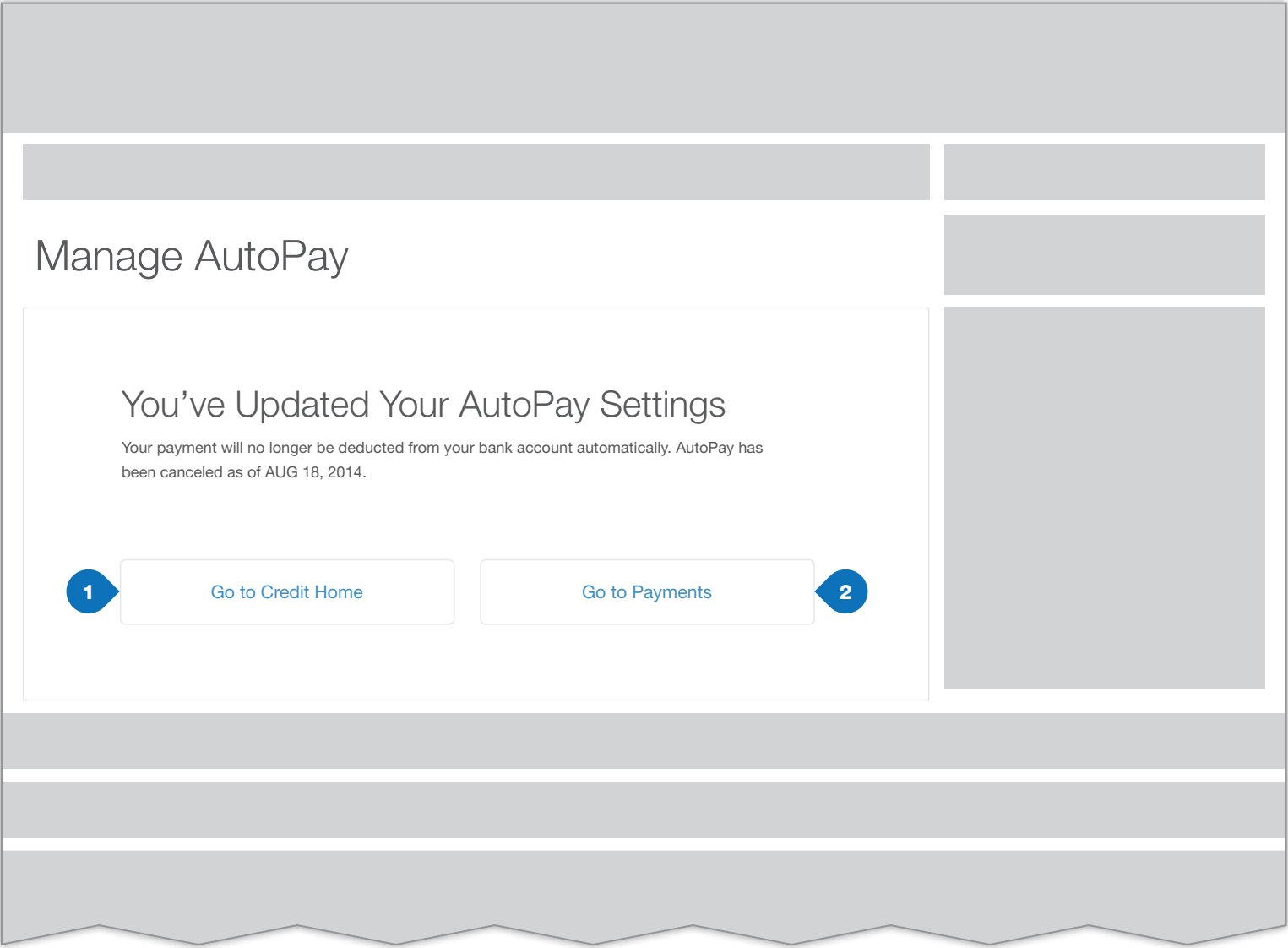
Page Notes

Module Type: Transactional Module

This is the Cancel AutoPay module. Content and interactions are consistent across all breakpoints.

Module does not appear if the account has bankrupt, legal, fraud, lost & stolen or charged-off status.

Wireframe: Cancel AutoPay Module - Confirmation, Large View



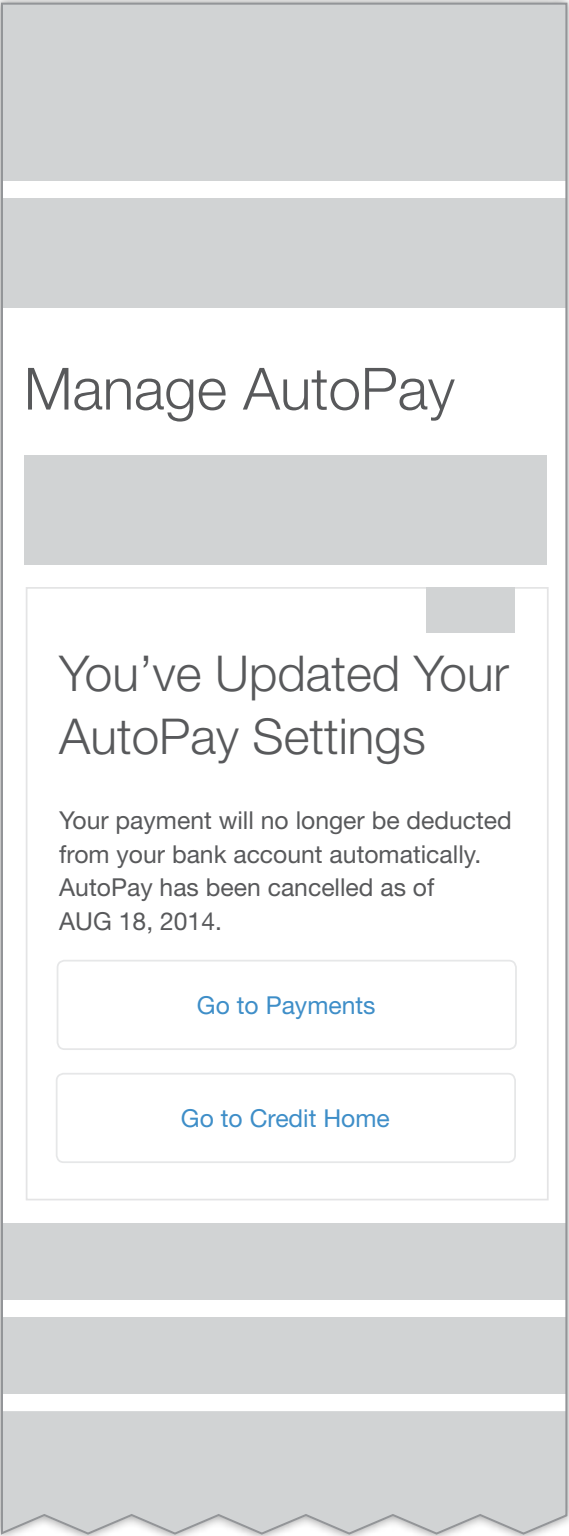
Page Notes

Module Type: Informational Module  
This is the Cancel AutoPay module's Confirmation screen. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                  | Action                                | Notes |
|-----|--------------------------|---------------------------------------|-------|
| 1   | Go To Credit Home Button | onClick displays Credit Home          |       |
| 2   | Go To Payments Button    | onClick displays Payment Landing Page |       |

Wireframe: Cancel AutoPay Module - Confirmation, Extra Small View



Page Notes

Module Type: Informational Module  
This is the Cancel AutoPay module's confirmation screen. Content and interactions are consistent across all breakpoints.

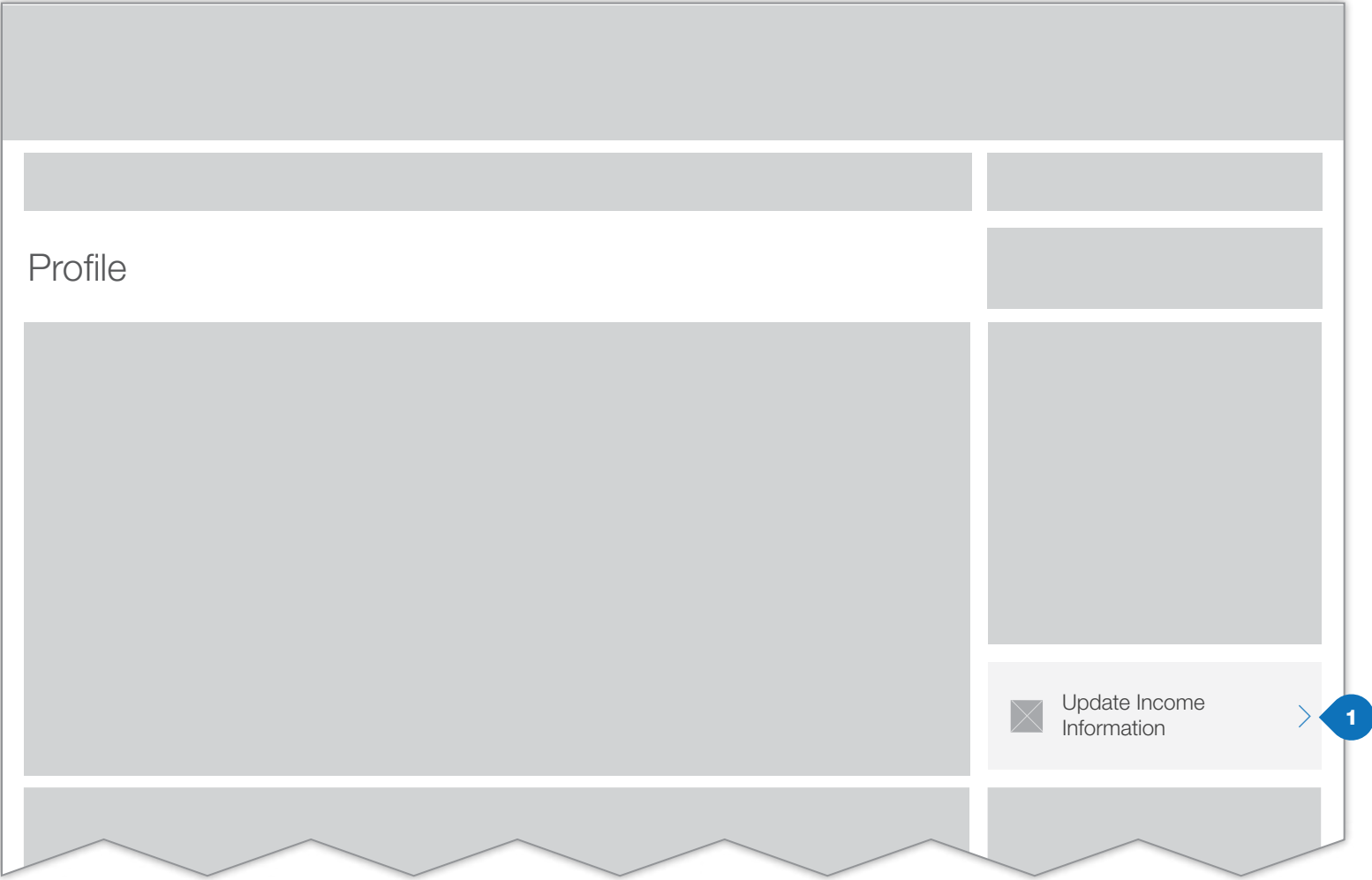


| FUSION: AUTOPAY MODULE — CANCEL AUTOPAY MODAL |   |   |         |                                                                                                                                                                                                              |                                                                                                                                                                                                                        |                          |                                  |                |                          |        |       |
|-----------------------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------|----------------|--------------------------|--------|-------|
| D                                             | T | M | ELEMENT | COPY                                                                                                                                                                                                         | COPY (SPANISH)                                                                                                                                                                                                         | ADA                      | ADA (SPANISH)                    | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                               |   |   | Heading | Are you sure you want to stop AutoPay?                                                                                                                                                                       | ¿Estás seguro de que deseas detener AutoPay?                                                                                                                                                                           |                          |                                  |                |                          |        |       |
|                                               |   |   |         | By stopping AutoPay, any autopayments you have scheduled will not be processed. If you want to add AutoPay at a later date, you will have to re-enroll.                                                      | Al detener AutoPay, cualquier pago automático que hayas programado no se procesará. Si deseas agregar AutoPay en una fecha posterior, deberás volver a inscribirte.                                                    |                          |                                  |                |                          |        |       |
|                                               |   |   | Text    | If you stop AutoPay, your automatic monthly payments will stop. If you currently have a pending payment, it will still be processed. If you want to add AutoPay at a later date, you will have to re-enroll. | Si detienes AutoPay, se suspenderán tus pagos mensuales automáticos. Si actualmente tienes un pago pendiente, igualmente se procesará. Si deseas agregar AutoPay en una fecha posterior, deberás volver a inscribirte. |                          |                                  |                |                          |        |       |
|                                               |   |   | Button  | Stop AutoPay                                                                                                                                                                                                 | Detener Autopay                                                                                                                                                                                                        |                          |                                  |                |                          |        |       |
|                                               |   |   | Button  | Cancel                                                                                                                                                                                                       | Cancelar                                                                                                                                                                                                               | Cancel stopping Autopay. | Cancelar la detención de Autopay |                |                          |        |       |

Fusion 7 White Label Standard

# Link Module





Large View, Profile Landing Page

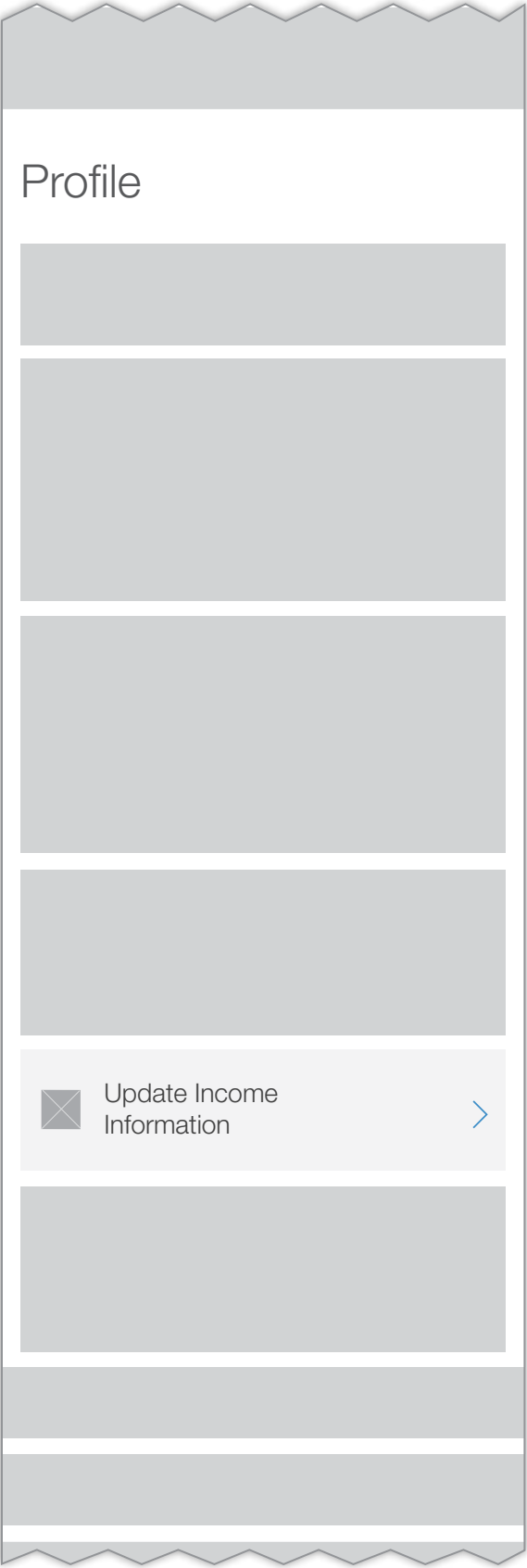
Page Notes

**Module Type:** Transactional Module

This is the Link Module, which is a conditional module. Module appears based on user’s account status. This module displays links to a variety of modules. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                          | Action                                 | Notes                                                                                                                                                                                       |
|-----|----------------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Update Income Information Button | onClick displays Income Capture Module | Conditional content. Displays only for primary user; does not display for authorized users unless noted in partner appendix.<br><br>See <i>Wireframe: Income Capture Module, Large View</i> |

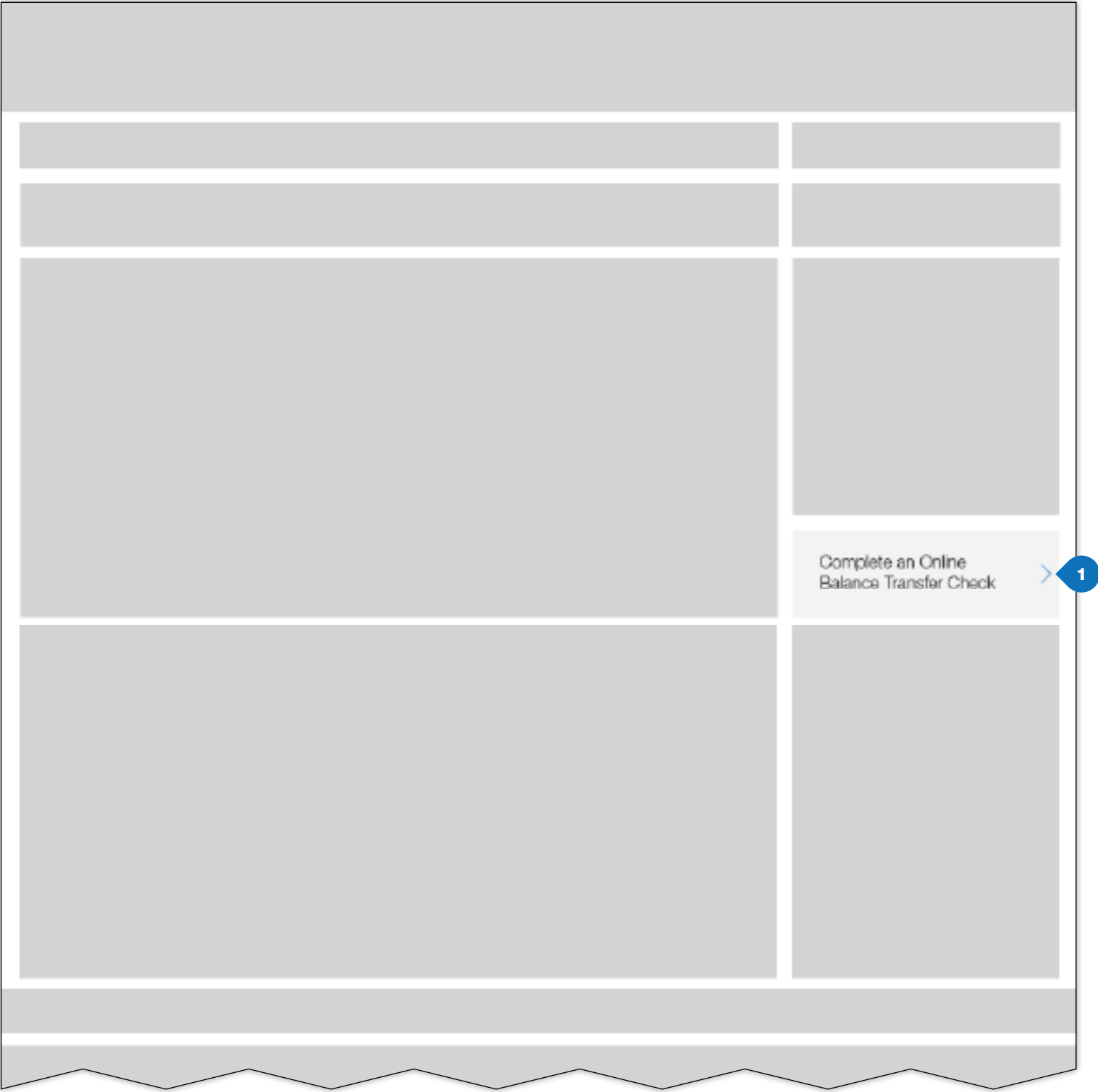


Page Notes

Module Type: Transactional Module

This is the Link Module, which is a conditional module. Module appears based on user’s account status. This module displays links to a variety of modules. Content and interactions are consistent across all breakpoints.

Wireframe: Link Module - Balance Transfer Link, Large View



Page Notes

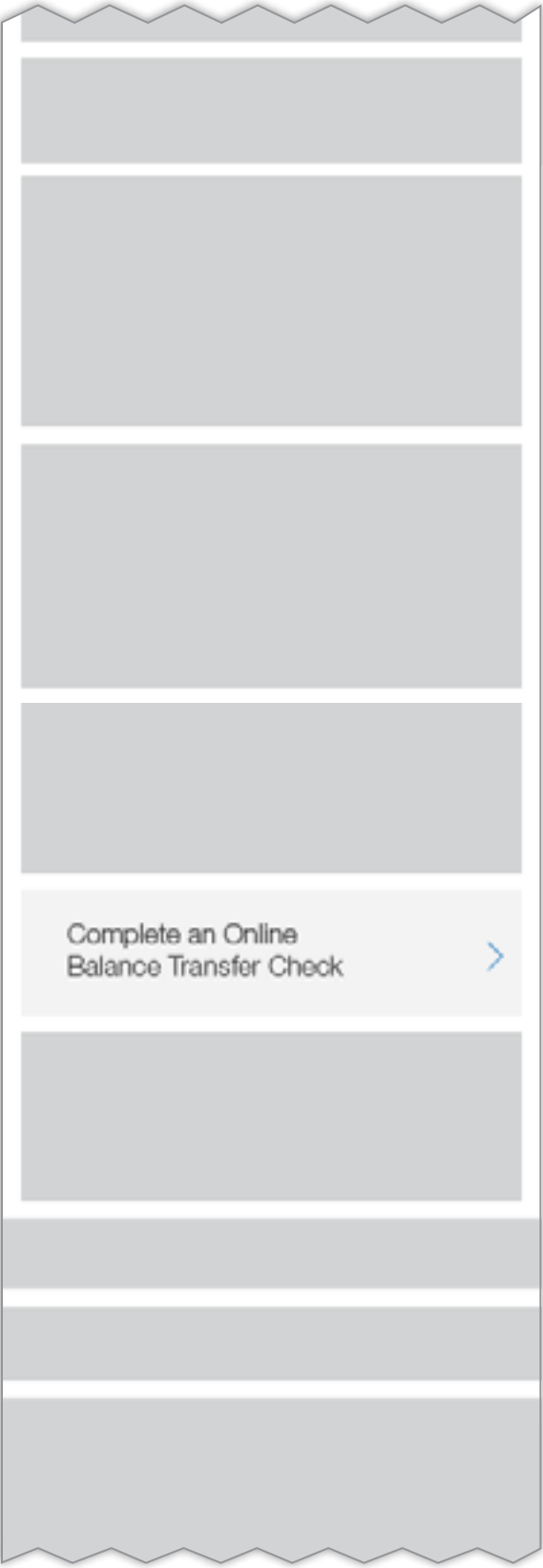
Module Type: Transactional Module

This is the Balance Transfer Link displayed in the Link Module. The Link Module appears on the Manage Account landing page. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. Module does not display for legal, bankrupt, closed, revoked, frozen, interest prohibited, lost/stolen, fraud, charge off, delinquent, overlimit, delinquent and overlimit, or NRI Block statuses.

Interaction Notes

| Key | Element               | Action                                | Notes                                        |
|-----|-----------------------|---------------------------------------|----------------------------------------------|
| 1   | Balance Transfer Link | onClick displays Select an Offer view | Offer link displays based on account status. |

# Wireframe: Link Module - Extra Small View



## Page Notes

Module Type: Transactional Module

This is the Balance Transfer Link displayed in the Link Module. The Link Module appears on the Manage Account landing page.

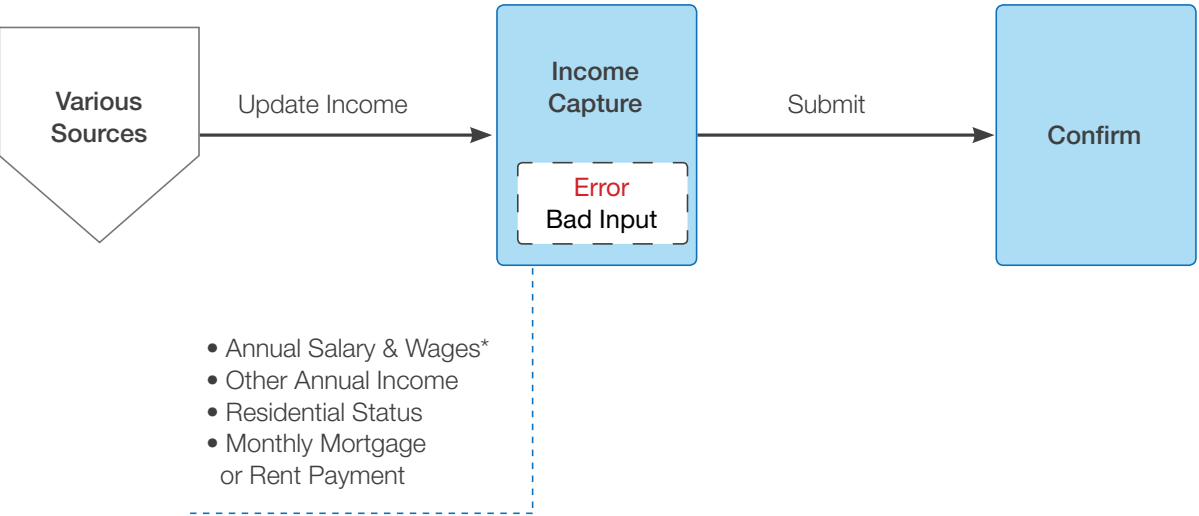
Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. Module does not display for legal, bankrupt, closed, revoked, frozen, interest prohibited, lost/stolen, fraud, charge off, delinquent, overlimit, delinquent and overlimit, or NRI Block statuses.

| FUSION: LINK MODULE |   |   |         |                                           |                                          |     |               |                |                          |        |                                                                      |
|---------------------|---|---|---------|-------------------------------------------|------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------------------------------------|
| D                   | T | M | ELEMENT | COPY                                      | COPY (SPANISH)                           | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                |
|                     |   |   | Header  | Update Income Information                 | Actualizar la información sobre ingresos |     |               |                |                          |        | Conditional: Does NOT display for Authorized Users except for Sears. |
|                     |   |   | Text    | Complete an Online Balance Transfer Check | (Translation needed.)                    |     |               |                |                          |        | Conditional: Does NOT display for Authorized Users.                  |

Fusion 7 White Label Standard

# Income Capture Module





Legend

|                                                                                       |                    |                                                                                       |                    |
|---------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------|--------------------|
|  | Screen             |  | Notification       |
|  | Conditional Screen |  | Decision           |
|  | Modal              |  | Off Page Reference |
|  | Conditional Modal  |  | Required           |

Wireframe: Income Capture Module, Large View

Update Income Information

Enter Your Information

Et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores. Lorem ipsum dolor sit amet.

Annual Salary and Wages

1

\$

Other Annual Income

2

\$

Residential Status

3

Select One

Monthly Mortgage or Rent Payment

4

\$

5

Cancel

Submit

6

Page Notes

Module Type: Transactional Module

This is the Default view of the Income Capture Module. Module appears only for primary users — exceptions to this rule will be specified in the Partner Appendices. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                                | Action                                                                                                                                                                                                                 | Notes                                                                                     |
|-----|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| 1   | Annual Income Field                    | onFocus activates the field and displays Annual Income Field help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error |                                                                                           |
| 2   | Other Annual Income (Optional) Field   | onFocus activates the field and displays Other Annual Income Field help; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                        | Conditional content. Content removals and/or additions to be defined in Partner Appendix. |
| 3   | Residential Status Dropdown            | onClick dropdown is expanded or collapsed. If the user selects an option, the dropdown collapses and displays the selection option                                                                                     | Refer to copy for dropdown content                                                        |
| 4   | Monthly Mortgage or Rent Payment Field | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                                                    | Conditional content; content display varies based on partner. Refer to copy for details   |
| 5   | Cancel Button                          | onClick dismisses request and displays the source page                                                                                                                                                                 |                                                                                           |
| 6   | Submit Button                          | onClick validates entry for any formatting errors; if an error is found, a form field error is displayed. If there are no formatting errors, the data is submitted and displays confirmation                           | See Wireframe: Income Capture - Confirm, Large View                                       |



Wireframe: Income Capture Module, Extra Small View

Update Income Records

Enter Your Information

Et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores neque consectetur dolor sit amet.

Annual Salary and Wages

\$

Other Annual Income

\$

Residential Status

Select One

Monthly Mortgage or Rent Payment

\$

Monthly Mortgage or Rent Payment

\$

Submit

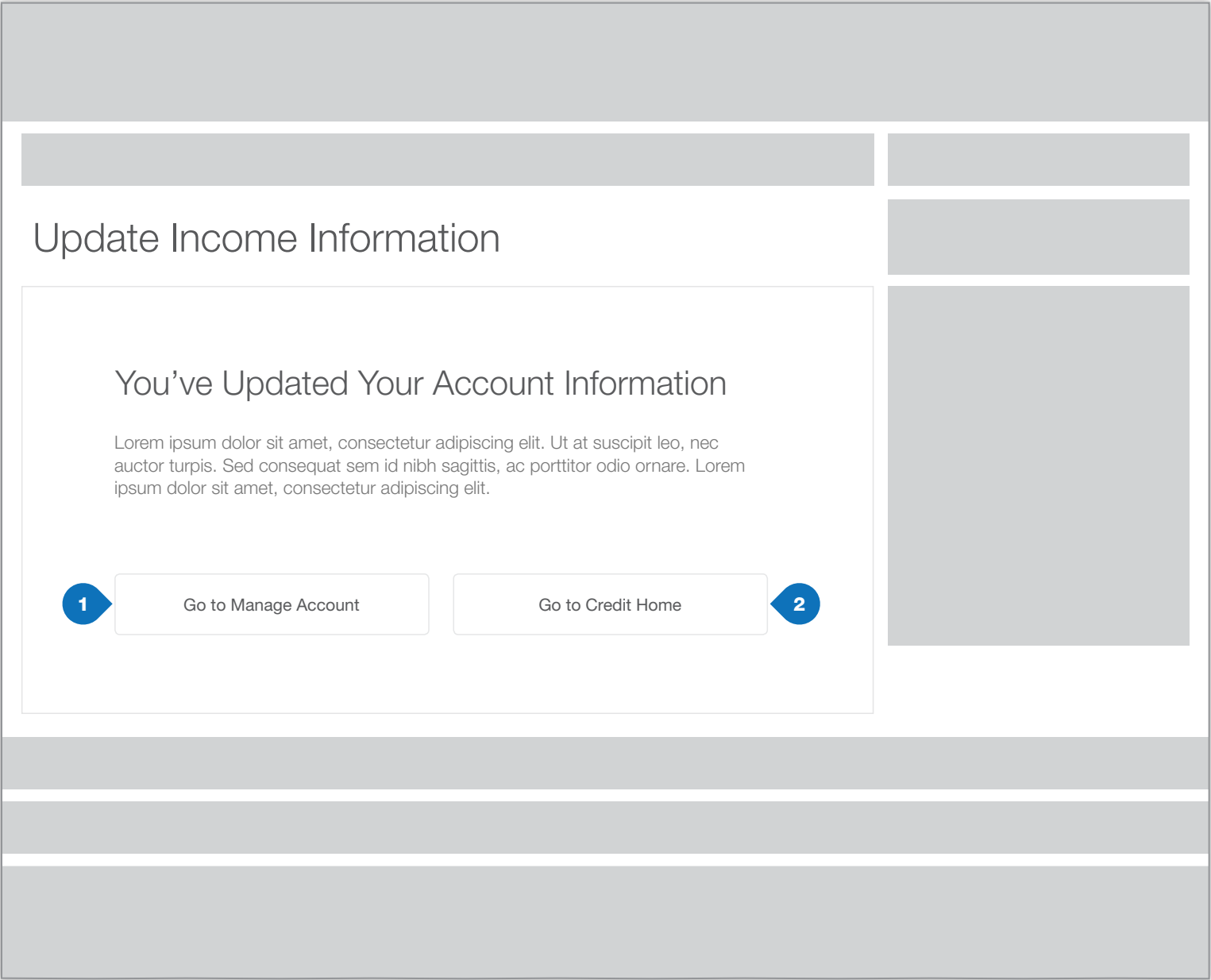
Cancel

Page Notes

Module Type: Transactional Module

This is the Default view of the Income Capture Module. Module appears only for primary users — exceptions to this rule will be specified in the Partner Appendices. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Income Capture Module - Confirm, Large View



Page Notes

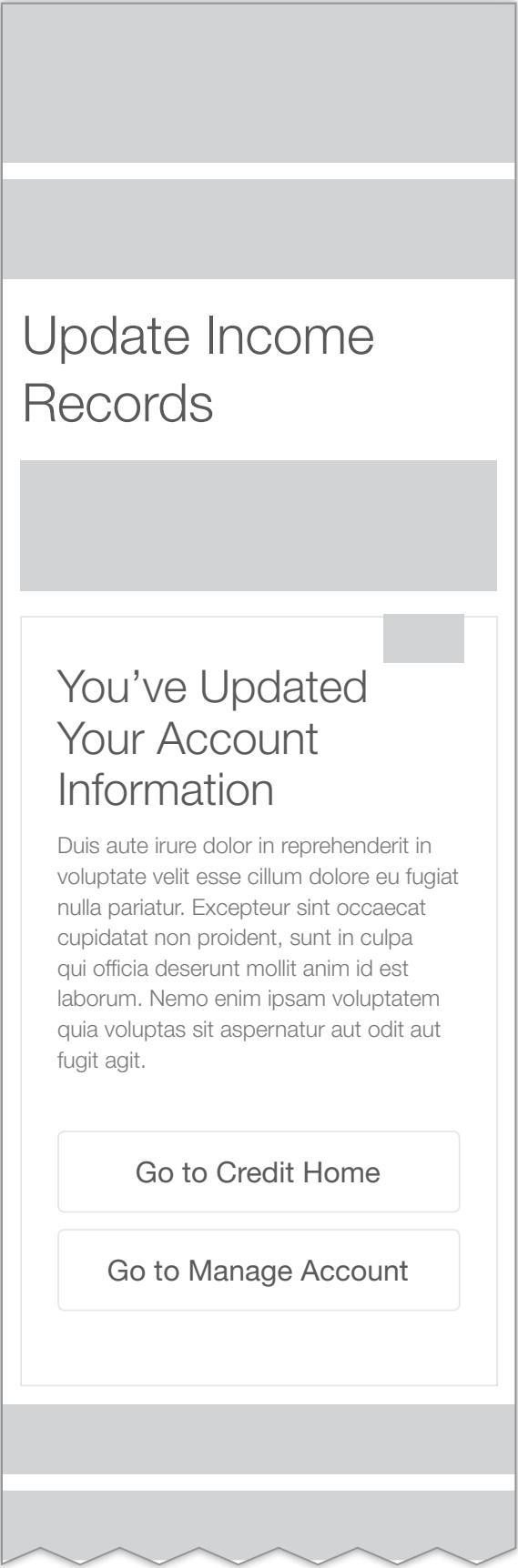
Module Type: Transactional Module

This is the Confirm view of the Income Capture Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                       | Notes |
|-----|-----------------------------|----------------------------------------------|-------|
| 1   | Go to Manage Account Button | onClick displays Manage Account Landing Page |       |
| 2   | Go to Credit Home Button    | onClick displays Credit Home Landing Page    |       |

Wireframe: Income Capture Module - Confirm, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Confirm view of the Income Capture Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| FUSION: INCOME CAPTURE MODULE, PAGE TITLE |   |   |             |                                                                                  |                                                                                                    |     |               |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                |        |                                   |
|-------------------------------------------|---|---|-------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------|
| D                                         | T | M | ELEMENT     | COPY                                                                             | COPY (SPANISH)                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                 | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                       | CMS ID | NOTES                             |
|                                           |   |   | Page Title  | Update Income Information                                                        | Actualizar la información sobre ingresos                                                           |     |               |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                |        | Implement as a page title module. |
| FUSION: ENTER INFORMATION                 |   |   |             |                                                                                  |                                                                                                    |     |               |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                |        |                                   |
| D                                         | T | M | ELEMENT     | COPY                                                                             | COPY (SPANISH)                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                 | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                       | CMS ID | NOTES                             |
|                                           |   |   | Header      | Enter Your Information                                                           | Ingresar tu información                                                                            |     |               |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                |        |                                   |
|                                           |   |   | Text        | Please update your income information to help us better serve your credit needs. | Actualiza tu información sobre ingresos para ayudarnos a atender mejor tus necesidades de crédito. |     |               |                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                |        |                                   |
|                                           |   |   | Field Label | Annual Salary and Wages                                                          | Sueldo y salario anual                                                                             |     |               | Client side error, field level — Unaccepted characters:<br>Please enter a valid amount for Annual Salary and Wages using numbers only.<br><br>Client side error, field level — Over allowed character maximum:<br>The amount you enter cannot exceed 6 digits. | Client side error, field level — Unaccepted characters:<br>Ingresa un monto válido para Sueldo y salario anual utilizando números solamente.<br><br>Client side error, field level — Over allowed character maximum:<br>El monto que ingreses no puede tener más de 6 dígitos. |        |                                   |

|  |  |  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |                                                                                                                                    |                                                                                                                                              |  |                                                                                   |
|--|--|--|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------|
|  |  |  | Field Help<br>Text | <p>Examples include interest, dividends, rental income and retirement benefits.</p> <p>If you are 21 or older, you may include income from others that you can reasonably access to pay your bills.</p> <p>Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.</p> <p>You can only enter 6 digits. If your total Salary and Wages are greater, contact customer Service at [XXX-XXX-XXXX]. If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> | <p>Entre los ejemplos se incluyen: intereses, dividendos, ingresos de alquileres y beneficios de retiro.</p> <p>Si tiene 21 años o más, usted puede incluir ingresos de otras personas a las que razonablemente pueda acceder para pagar sus cuentas.</p> <p>No necesita declarar pensiones de divorcio o alimentarias ni demás ingresos de manutención si no desea que se consideren como base para pagar esta deuda.</p> <p>Solo puede ingresar 6 dígitos. Si sus Otros ingresos anuales son mayores, comuníquese con Servicio al Cliente al [XXX-XXX-XXXX]. Si se encuentra fuera de los EE. UU., Canadá y Puerto Rico, llame con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> |  |  |                                                                                                                                    |                                                                                                                                              |  |                                                                                   |
|  |  |  | Field Label        | Other Annual Income (Optional)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Otros ingresos anuales (opcional)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  | Client side error, field level — Unaccepted characters:<br>Please enter a valid amount for Other Annual Income using numbers only. | Client side error, field level — Unaccepted characters:<br>Ingresa un monto válido para Otros ingresos anuales utilizando números solamente. |  | Conditional per partner. Does not apply to Sears, BBY, Macy's and Bloomingdale's. |
|  |  |  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  | Client side error, field level — Over allowed character maximum:<br>The amount you enter cannot exceed 6 digits.                   | Client side error, field level — Over allowed character maximum:<br>El monto que ingresa no puede tener más de 6 dígitos.                    |  |                                                                                   |

|  |  |  |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |                                                                                       |                                                                                        |  |                          |
|--|--|--|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|--|--------------------------|
|  |  |  | Field Help<br>Text  | <p>Examples include interest, dividends, rental income and retirement benefits.</p> <p>If you are 21 or older, you may include income from others that you can reasonably access to pay your bills.</p> <p>Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.</p> <p>You can only enter 6 digits. If your Other Annual Income is greater, contact customer Service at [XXX-XXX-XXXX]. If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> | <p>Entre los ejemplos se incluyen: intereses, dividendos, ingresos de alquileres y beneficios de retiro.</p> <p>Si tiene 21 años o más, usted puede incluir ingresos de otras personas a las que razonablemente pueda acceder para pagar sus cuentas.</p> <p>No necesita declarar pensiones de divorcio o alimentarias ni demás ingresos de manutención si no desea que se consideren como base para pagar esta deuda.</p> <p>Solo puede ingresar 6 dígitos. Si sus Otros ingresos anuales son mayores, comuníquese con Servicio al Cliente al [XXX-XXX-XXXX]. Si se encuentra fuera de los EE. UU., Canadá y Puerto Rico, llame con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> |  |  |                                                                                       |                                                                                        |  |                          |
|  |  |  | Dropdown<br>Label   | Residential Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Estatus de residencia                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  | Client side error, field level — No selection:<br>Please select a Residential Status. | Client side error, field level — No selection:<br>Seleccione un Estatus de residencia. |  | Conditional per partner. |
|  |  |  | Dropdown<br>Element | Select One                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Seleccionar uno                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |                                                                                       |                                                                                        |  |                          |
|  |  |  | Dropdown<br>Element | Renting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Inquilino                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |                                                                                       |                                                                                        |  |                          |
|  |  |  | Dropdown<br>Element | Own                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Propietario                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |                                                                                       |                                                                                        |  |                          |
|  |  |  | Dropdown<br>Element | Other                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Otro                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |                                                                                       |                                                                                        |  |                          |

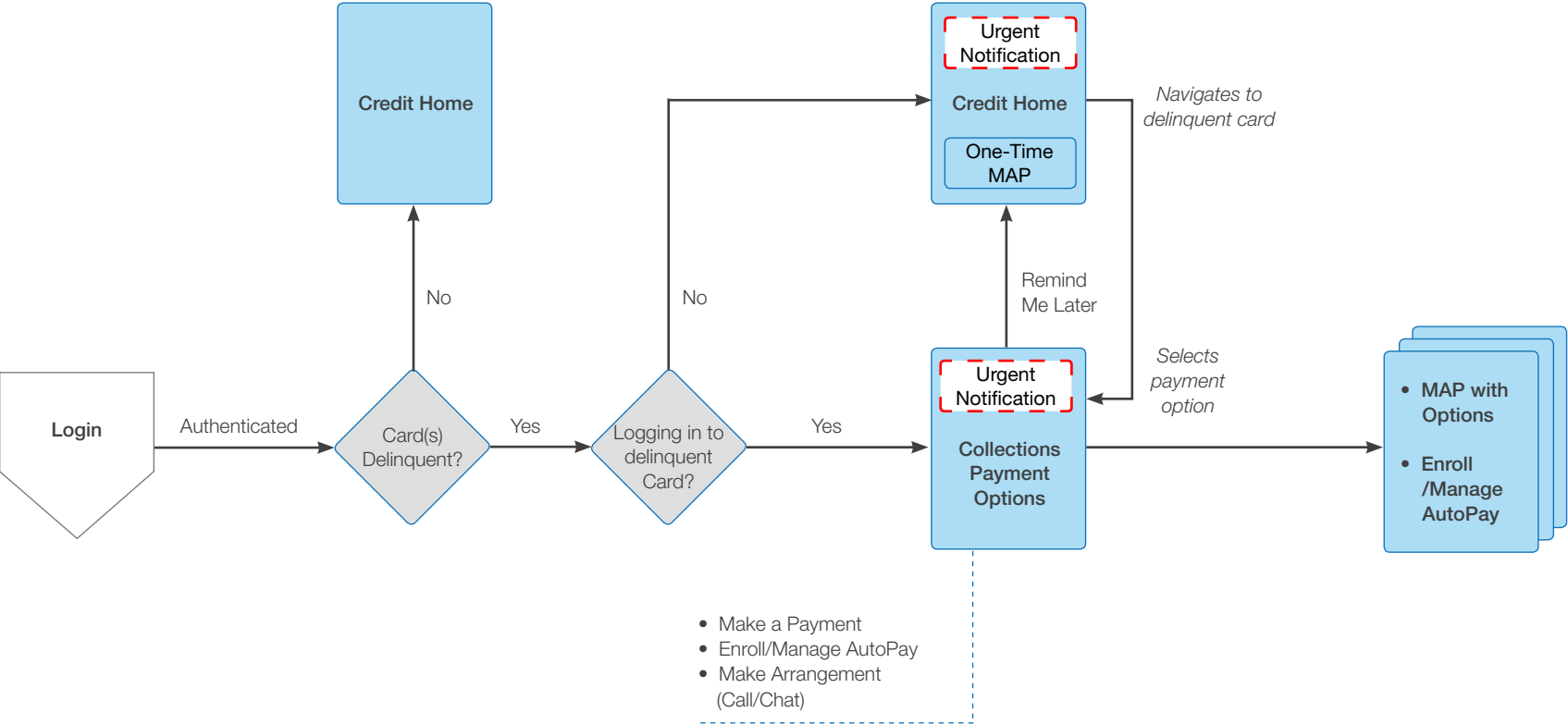


|                      |   |   |                    |                                                                           |                                                                               |                                    |                                                   |                                                                                                                                              |                                                                                                                                                        |        |                          |
|----------------------|---|---|--------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------|
|                      |   |   | Field Label        | Monthly Mortgage or Rent Payment                                          | Pago mensual de hipoteca o alquiler                                           |                                    |                                                   | Client side error, field level — Unaccepted characters: Please enter a valid amount for Monthly Mortgage or Rent Payment using numbers only. | Client side error, field level — Unaccepted characters: Ingresa un monto válido para Pago mensual de hipoteca o alquiler utilizando números solamente. |        | Conditional per partner. |
|                      |   |   |                    |                                                                           |                                                                               |                                    |                                                   | Client side error, field level — Over allowed character maximum: The amount you enter cannot exceed 5 digits.                                | Client side error, field level — Over allowed character maximum: El monto que ingreses no puede tener más de 5 dígitos.                                |        |                          |
|                      |   |   | Button (Primary)   | Submit                                                                    | Enviar                                                                        | Submit updated income information. | Enviar la información sobre ingresos actualizada. |                                                                                                                                              |                                                                                                                                                        |        |                          |
|                      |   |   | Button (Secondary) | Cancel                                                                    | Cancelar                                                                      | Cancel income information          | Cancelar la información sobre ingresos            |                                                                                                                                              |                                                                                                                                                        |        |                          |
| FUSION: CONFIRMATION |   |   |                    |                                                                           |                                                                               |                                    |                                                   |                                                                                                                                              |                                                                                                                                                        |        |                          |
| D                    | T | M | ELEMENT            | COPY                                                                      | COPY (SPANISH)                                                                | ADA                                | ADA (SPANISH)                                     | ERROR MESSAGES                                                                                                                               | ERROR MESSAGES (SPANISH)                                                                                                                               | CMS ID | NOTES                    |
|                      |   |   | Heading            | You’ve Updated Your Income Information                                    | Has actualizado la información sobre tus ingresos                             |                                    |                                                   |                                                                                                                                              |                                                                                                                                                        |        | CIL error code 000       |
|                      |   |   | Text               | Thank you for taking the time to keep your financial information current. | Gracias por tomarte el tiempo para mantener tu información financiera al día. |                                    |                                                   |                                                                                                                                              |                                                                                                                                                        |        |                          |
|                      |   |   | Button             | Go to Credit Home                                                         | Ir a la Página principal de crédito                                           |                                    |                                                   |                                                                                                                                              |                                                                                                                                                        |        |                          |
|                      |   |   | Button             | Go to Manage Account                                                      | Ir a Manejar la cuenta                                                        |                                    |                                                   |                                                                                                                                              |                                                                                                                                                        |        |                          |

Fusion 7 White Label Standard

# Collections Module





Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

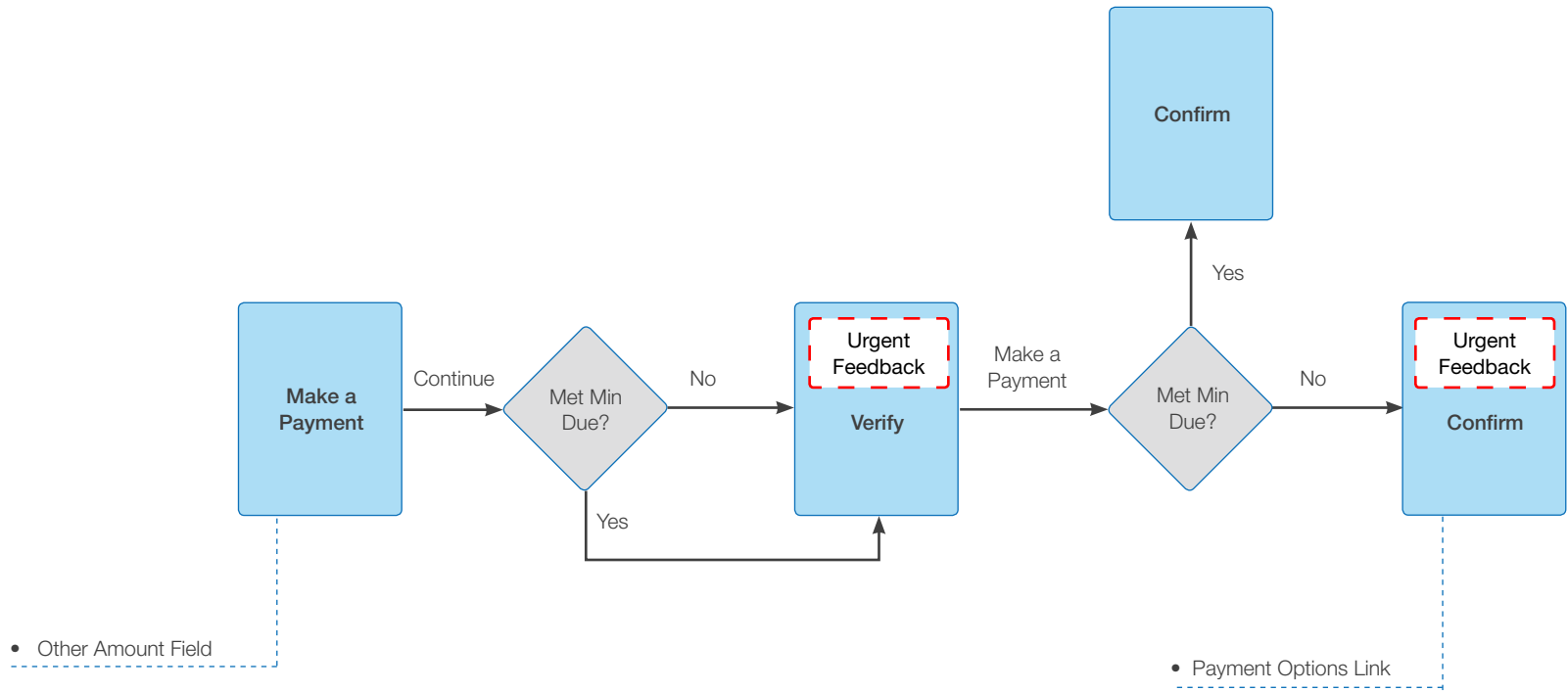
Decision

Off Page Reference

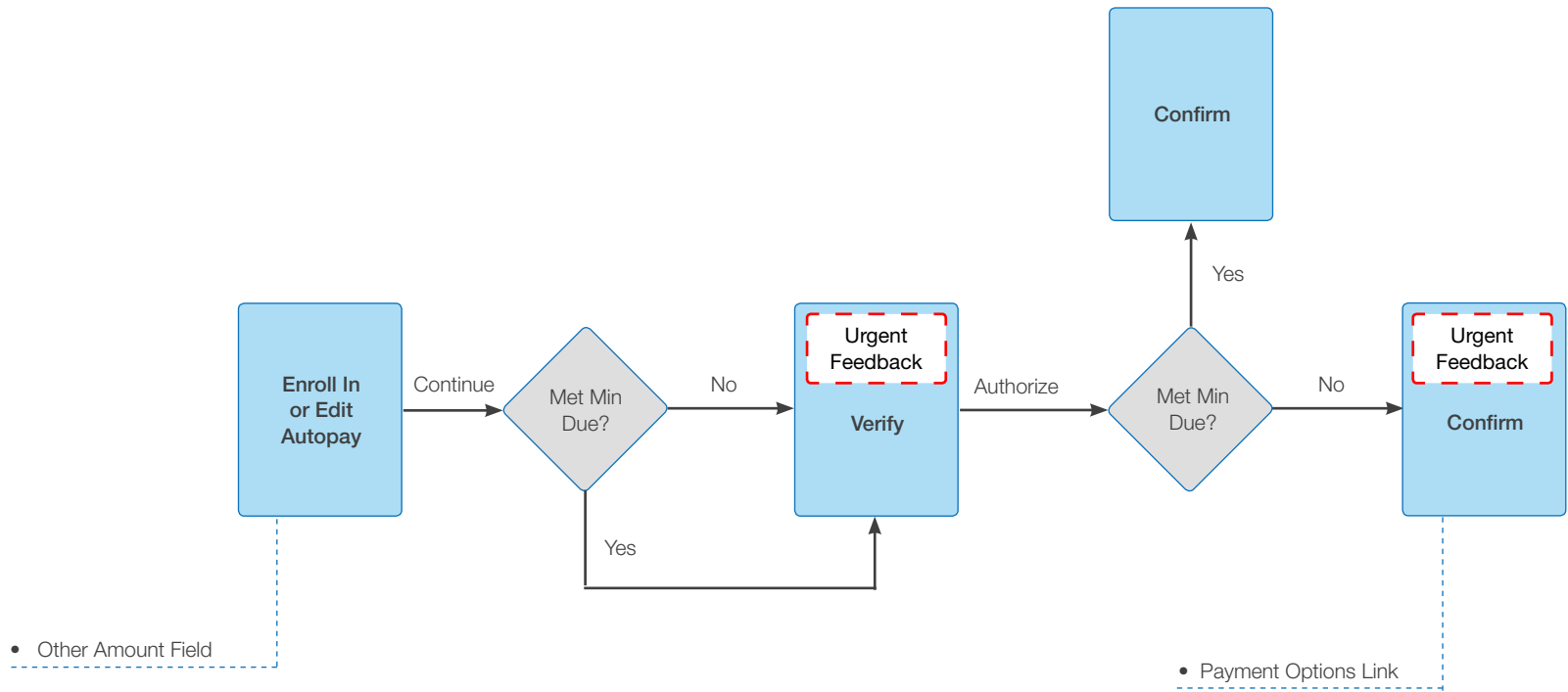
\*

Required

Make a Payment with Options & One-time Make a Payment



Manage/Enroll in AutoPay



Legend

Screen

Conditional Screen

Modal

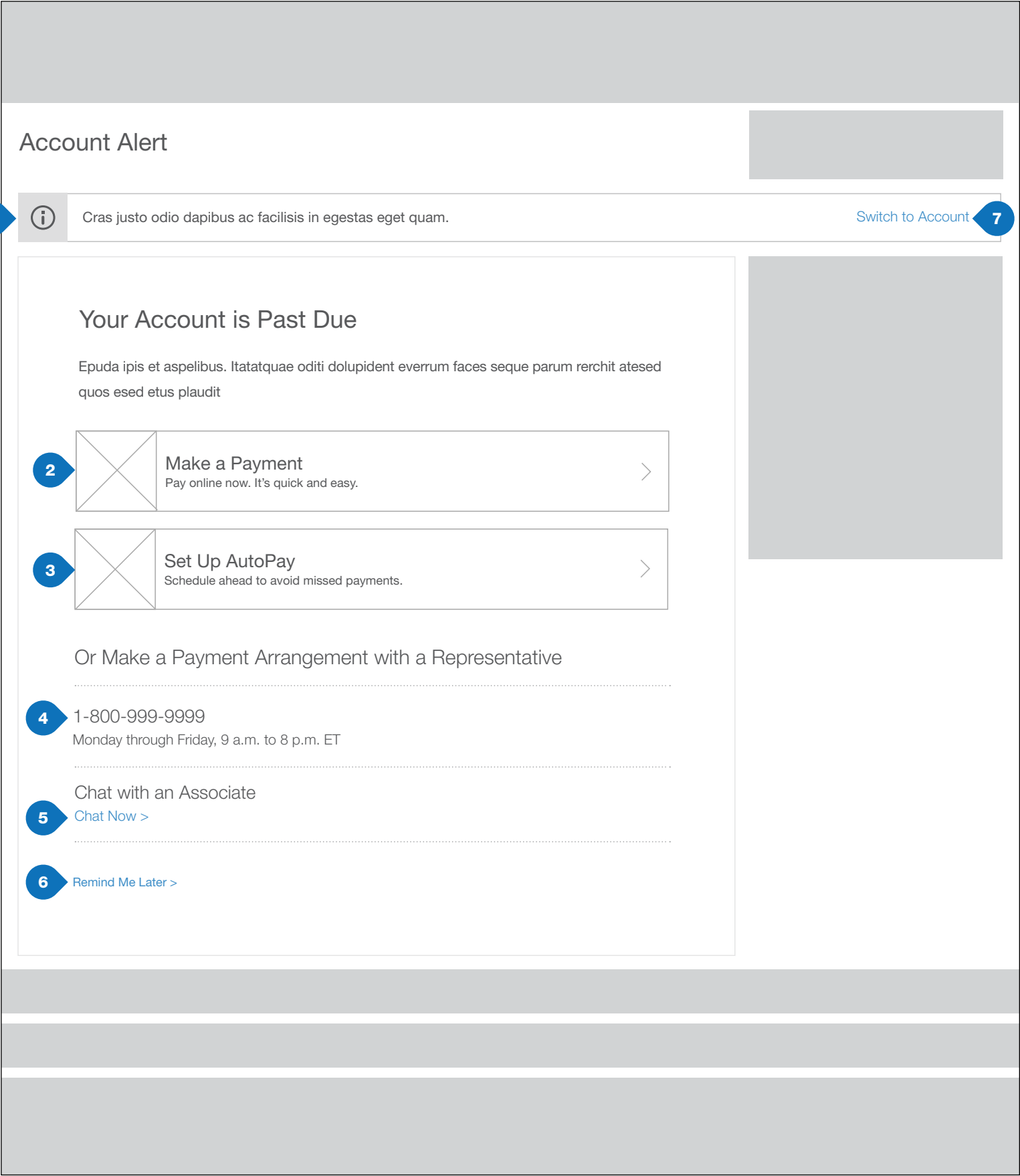
Conditional Modal

Notification

Decision

Off Page Reference

Required



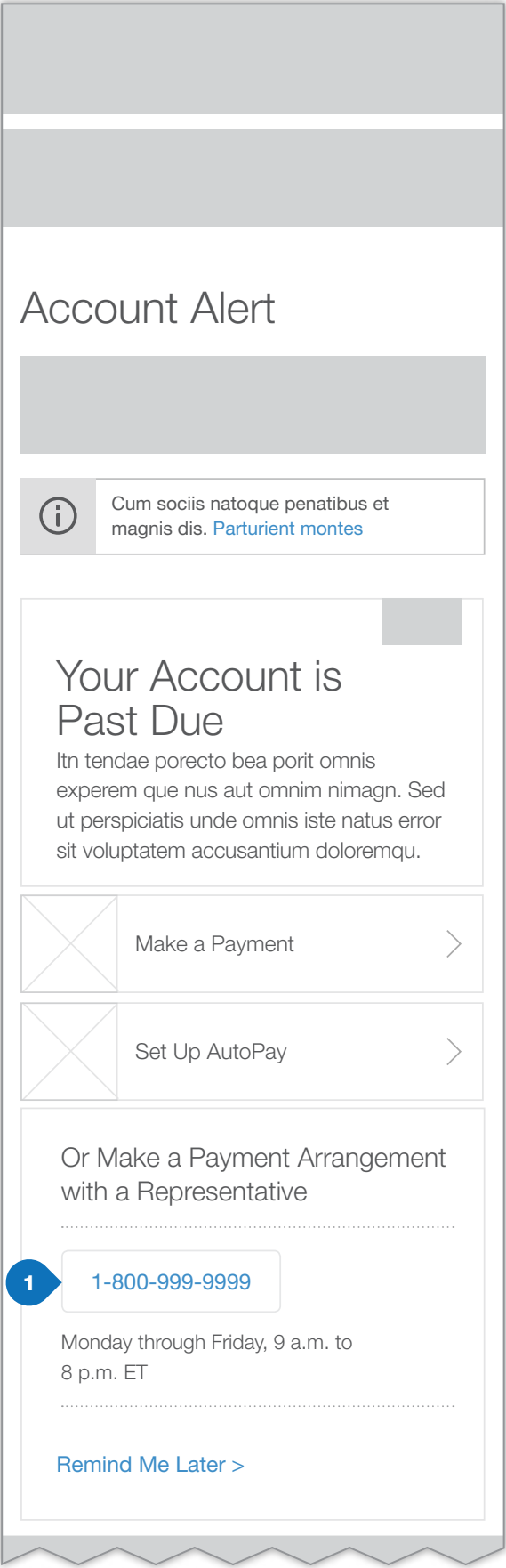
Page Notes

Module Type: Informational Module

This is the Payment Options Module for users in Collections status. This page appears upon login to a delinquent account and for as long as the account is in Collections status. Page displays only after user has completed Sign On flow and has been successfully authenticated. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across Extra Large, Large, and Medium breakpoints. If module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                | Action                                                                                          | Notes                                                                                                                                                                                                                                       |
|-----|------------------------|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Urgent Notification    | None                                                                                            | Conditional content. Content varies depending on how many delinquent cards user has and whether user is logged into delinquent account. Refer to copy for details.                                                                          |
| 2   | Make a Payment Button  | onClick displays Make a Payment with Options Module                                             | See <i>Wireframe: Make a Payment - Payment Options, Large View</i>                                                                                                                                                                          |
| 3   | Set Up AutoPay Button  | onClick displays Enroll in AutoPay Module                                                       | Dynamic content. Displays “Manage AutoPay” if user is enrolled in autoPay. Refer to copy for detail.<br><br>Conditional content. Button will not appear for Massachusetts users.<br><br>See <i>Wireframe: Enroll in AutoPay, Large View</i> |
| 4   | Call Text              | None<br><br>Conditional behavior. onClick dials the Collections phone number on mobile devices. |                                                                                                                                                                                                                                             |
| 5   | Chat Now Link          | onClick loads Collections Chat in a new browser window                                          | Conditional content. Does not appear on tablet or mobile devices or when the chat vendor is offline.                                                                                                                                        |
| 6   | Remind Me Later Link   | onClick displays Credit Home landing page                                                       | See <i>Wireframe: Credit Home, Large View</i>                                                                                                                                                                                               |
| 7   | Switch to Account Link | onClick displays Payment Options page                                                           | Conditional content. Displays if user has multiple linked cards with one in Collections, and is logged into the non-delinquent card.                                                                                                        |



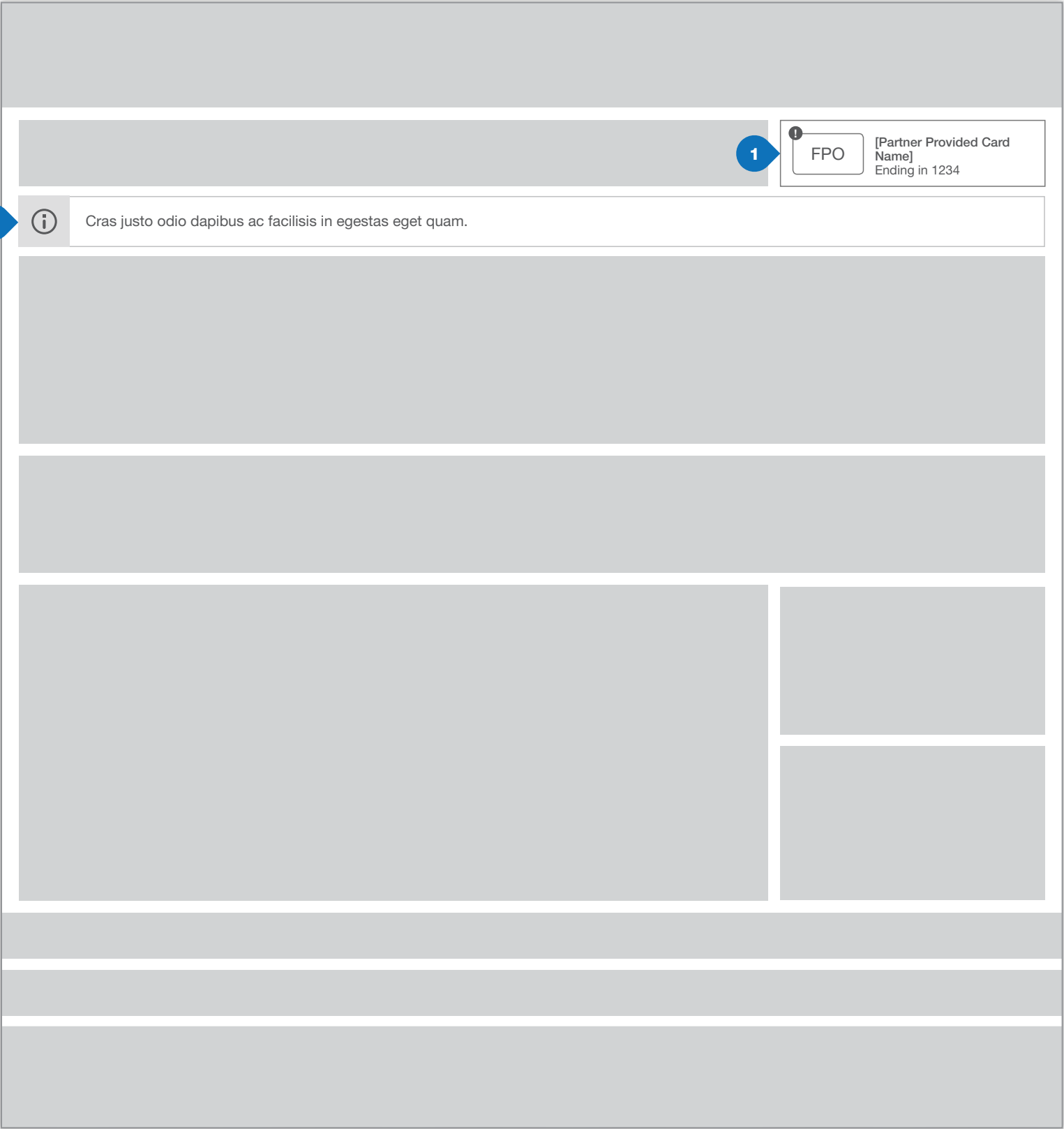
Page Notes

Module Type: Informational Module

This is the Payment Options Module for users in Collections status. Content and interactions are consistent across Small and Extra Small breakpoints. If module fails to load, displays Module Failure.

Interaction Notes

| Key | Element             | Action                                     | Notes |
|-----|---------------------|--------------------------------------------|-------|
| 1   | Phone Number Button | onClick dials the Collections phone number |       |



Global

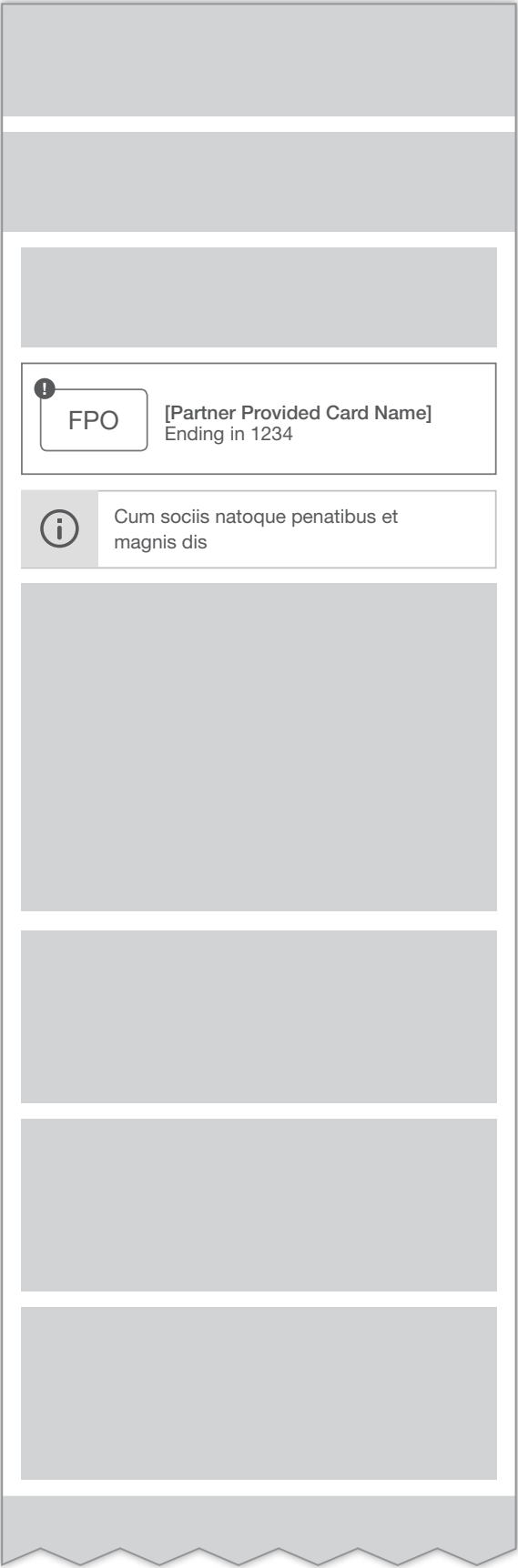
Page Notes

Module Type: Informational Module

This is the behavior for the Card Selector and the Notifications Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. If module fails to load, displays Module Failure.

Interaction Notes

| Key | Element             | Action | Notes                                                                                                                                                                                                                                            |
|-----|---------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Selector Alert | None   | The card selector alert persists until account is in good standing.<br><br>If user navigates to delinquent card, display Payment Options page.<br><br>See Wireframe: Payment Options, Large View                                                 |
| 2   | Urgent Notification | None   | The urgent notification module persists until account is in good standing.<br><br>Dynamic content. Content varies depending on how many delinquent cards user has and whether user is logged into delinquent account. Refer to copy for details. |



Page Notes

Module Type: Informational Module

This is the behavior for the Card Selector and the Notifications Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. If module fails to load, displays Module Failure.



## Wireframe: One-time Make a Payment, Large View

LAST VISIT: JUNE 14, 2015 8:36 PM ET

Welcome, Steve

MAKE A PAYMENT ⓘ

More Payment Options >

PAYMENT SOURCE

My Checking ▼

PAYMENT AMOUNT

Other Amount ▲

PAYMENT DATE

07/15/2015 ▼

Submit Payment

☐

\$25.00  
Minimum Payment Due

☐

\$363.75  
Last Statement Balance

☐

\$705.63  
Current Balance

☒

Other Amount

1

Apply

## Page Notes

Module Type: Transactional Module

This is the One-time Make a Payment Module behavior for users in Collections status. This flow replaces the takeover of One-time Make a Payment for past due users. If the module fails to load, displays Module Failure. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not appear if the account is in legal, fraud or lost/stolen status.

## Interaction Notes

| Key | Element            | Action                  | Notes                                                                                           |
|-----|--------------------|-------------------------|-------------------------------------------------------------------------------------------------|
| 1   | Other Amount Field | onClick activates field | User can enter an amount for less than the minimum payment due but must exceed partner minimum. |

Wireframe: One-time Make a Payment, Extra Small View

MAKE A PAYMENT ⓘ

PAYMENT SOURCE  
My Checking ▼

PAYMENT AMOUNT  
\$25.00 ▲

☐ \$25.00  
Minimum Payment Due

☐ \$363.75  
Last Statement Balance

☐ \$705.63  
Current Balance

☒ Other Amount  

\$ 16.00

Apply

PAYMENT DATE  
07/15/2015 ▼

Next

More Payment Options >

Page Notes

Module Type: Transactional Module

This is the One-time Make a Payment Module behavior for users in Collections status. This flow replaces the takeover of One-time Make a Payment for past due users. If the module fails to load, displays Module Failure. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not appear if the account is in legal, fraud or lost/stolen status.

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LAST VISIT: JUNE 14, 2015 8:36 PM ET

Welcome, Steve

MAKE A PAYMENT ⓘ

Authorize Your Payment Below

CancelEdit

1⚠ Sum, comni cum quaecuptati dolorpo reiunt facerem est, quiatur aut modi volupta

|                                      |                |              |                                                       |
|--------------------------------------|----------------|--------------|-------------------------------------------------------|
| PAYMENT SOURCE                       | PAYMENT AMOUNT | PAYMENT DATE | PAYMENT TO                                            |
| My Checking Account Ending with 7284 | \$16.00        | JUL 24, 2013 | [Partner Provided Card Name] Account Ending with 7021 |

Payment Authorization

Expellaccab is et fugiae. Dellitecto eum quunt ium quantum quam renis a nulluptam il ma preptin imaxim quatio nsequid erovit hic tota voles voluptatem rendign iminull estisimo cullaccus est, cum aceatus quasperem quate cones quiatem inus debitas volestrum faccab ium ent escia seque moluptae dici sunt atqui dit dionsent maios quibuscilia quas sincien.

Authorize

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Page Notes

Module Type: Transactional Module

This is the Verify view of the One-time Make a Payment Module for users in Collections status. If the module fails to load, displays Module Failure. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not appear if the account is in legal, fraud or lost/stolen status.

Interaction Notes

| Key | Element                       | Action | Notes                                                                                                       |
|-----|-------------------------------|--------|-------------------------------------------------------------------------------------------------------------|
| 1   | Module Level Account Feedback | None   | Conditional content. Account feedback appears if user made a payment for less than the minimum payment due. |

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Wireframe: One-time Make a Payment - Verify, Extra Small View

MAKE A PAYMENT ⓘ

Authorize Your Payment Below

!

Itn tendae porecto bea porit  
omnis experem qu omnim.

PAYMENT SOURCE

My Checking  
Account Ending with 7284

PAYMENT AMOUNT

\$25.00

PAYMENT DATE

JUL 24, 2013

PAYMENT TO

[Partner Provided Card  
Name]  
Account Ending with 7021

Cancel

Edit

Payment Authorization

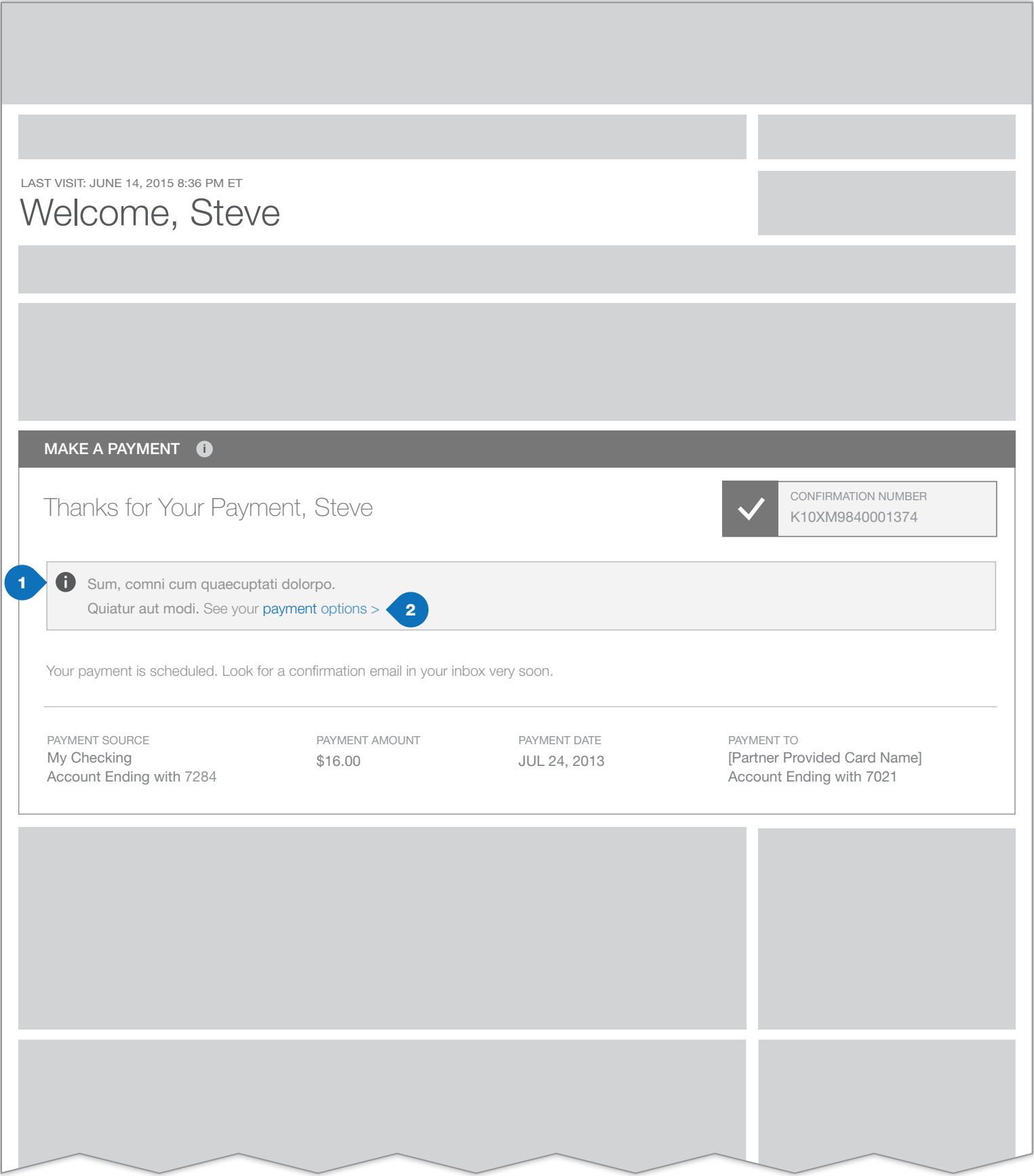
Ugit ra doluptat ea nia volore nis quas autem que  
vent, tecturibus etur, officid maximus.  
Unt abo. Faccati ntuptatis as ea sequistrum  
doluptia vent. Nam, simolut dellic tes alictur  
epeleces ullabor epuditios aut harita quis  
debitiatecte natem venda int aut fuga. Ur maximus  
eosam net ullaboribea quibust, essequo blabo. Inis  
est eturero bernati

Authorize

Page Notes

Module Type: Transactional Module

This is the Verify view of the One-time Make a Payment Module for users in Collections status. If the module fails to load, displays Module Failure. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not appear if the account is in legal, fraud or lost/stolen status.



Page Notes

Module Type: Transactional Module

This is the Confirm view of the One-time Make a Payment Module for users in Collections status. If the module fails to load, displays Module Failure. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not appear if the account is in legal, fraud or lost/stolen status.

Interaction Notes

| Key | Element                      | Action                                                                  | Notes                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----|------------------------------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Module Level Urgent Feedback | None                                                                    | Conditional content. Displays if user made a payment that is less than the minimum payment due.<br><br>If user's payment is sufficient to bring account to good standing, display Page-Level Notification informing user that account does not reach good standing status until payment is processed. Refer to copy for messaging.<br><br>"Make Another Payment" link is suppressed in Collections experience. |
| 2   | Payment Options Link         | onClick displays Payment Options process page of the Collections Module | See <i>Wireframe: Collections Payment Options, Large View</i>                                                                                                                                                                                                                                                                                                                                                  |

MAKE A PAYMENT ⓘ

Thanks for Your Payment, Steve

Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa justo sit amet risus.

[Make Another Payment >](#)

✓

CONFIRMATION NUMBER  
K10XM9840001374

ⓘ

ltn tendae porecto bea porit  
omnis experem qu omnim.

See your [payment options >](#)

Your payment is scheduled. Look for a confirmation email in your inbox very soon.

PAYMENT SOURCE

My Checking  
Account Ending with 7284

PAYMENT AMOUNT

\$25.00

PAYMENT DATE

JUL 24, 2013

PAYMENT TO

[Partner Provided Card  
Name]

Account Ending with 7021

Page Notes

Module Type: Transactional Module

This is the Confirm view of the One-time Make a Payment Module for users in Collections status. If the module fails to load, displays Module Failure. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not appear if the account is in legal, fraud or lost/stolen status.

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## Select Your Payment Options

|     |                                                        |
|-----|--------------------------------------------------------|
| FPO | Payment to [Partner Provided Card Name] Ending in 1234 |
|-----|--------------------------------------------------------|

Payment Due Date XX/XX/XXXX

You have 0 scheduled payments for a total of \$0.00

☒ My Checking  
Account Ending in 5678

☐ My Savings  
Account Ending in 8217

- ☐ Minimum Payment Due  
\$00.00
- ☐ Last Statement Balance  
\$000.00
- ☐ Current Balance ⓘ  
\$000.00

☐ Other Amount

1 \$16.00

MM/DD/YYYY

Cancel

### Make a Payment

This is the behavior of the Make a Payment with Options Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not display if the account has legal, lost/stolen, bankrupt, fraud, or charged-off statuses. If module fails to load, displays module failure.

| Key | Element            | Action                  | Notes                                                                               |
|-----|--------------------|-------------------------|-------------------------------------------------------------------------------------|
| 1   | Other Amount Field | OnClick activates field | User can enter an amount less than the minimum due but must exceed partner minimum. |

Edit a Payment

Select Your Payment Options

PAYMENT TO

FPO

Payment to [Partner Provided Card Name] Ending in 1234

Payment Due Date **XX/XX/XXXX**

You have **0** scheduled payments for a total of **\$0.00**

PAYMENT FROM

☒

Bank of America Checking Account  
Account Ending in 1234

☐

Bank of America Savings  
Account Ending in 1234

Add New Source >

PAYMENT AMOUNT

☐

Minimum Payment Due  
\$25.00

☐

Last Statement Balance

PAYMENT AMOUNT

☐

Minimum Payment Due  
\$25.00

☐

Last Statement Balance  
\$363.75

☐

Current Balance 

i

  
\$705.63

☒

Other Amount

\$ 16.00

PAYMENT DATE 

i

07/15/2014

Update Payment

Cancel

Page Notes

Module Type: Transactional Module

This is the behavior of the Make a Payment with Options Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not display if the account has legal, lost/stolen, bankrupt, fraud, or charged-off statuses. If module fails to load, displays module failure.

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Make a Payment

Authorize Your Payment Below

1

Sum, comni cum quaecuptati dolorpo reiunt facerem est, quiatur aut modi volupta.

2

PAYMENT TO

[Partner Provided Card Name]

Account Ending in 1234

PAYMENT FROM

Bank of America Checking

Account Ending in 5678

PAYMENT AMOUNT

\$16.00

PAYMENT DATE

MM/DD/YYYY

[< Edit Payment Details](#)

Payment Authorization

Etiam porta sem malesuada magna mollis euismod. Nullam id dolor id nibh ultricies vehicula ut id elit. Aenean eu leo quam. Pellentesque ornare sem lacinia quam venenatis vestibulum.

Cancel

Authorize

Page Notes

Module Type: Transactional Module

This is the Verify view of the Make a Payment with Options Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not display if the account has legal, lost/stolen, bankrupt, fraud, or charged-off statuses. If module fails to load, displays module failure.

Interaction Notes

| Key | Element                                                          | Action | Notes                                                                                       |
|-----|------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------------|
| 1   | Module Level Account Feedback                                    | None   | Conditional content. Account feedback appears if user made a payment less than minimum due. |
| 2   | The amount you entered is less than the minimum payment due Text | None   | Removed copy and combined messaging with Module Level Account Feedback - see #1.            |

Edit a Payment

Authorize Your Payment Below

!

Itn tendae porecto bea porit  
omnis experem qu omnim.

PAYMENT TO

[Partner Provided Card Name]  
Account Ending in 1234

PAYMENT FROM

My Checking  
Account Ending in 5678

PAYMENT AMOUNT

\$00.00

PAYMENT DATE

MM/DD/YYYY

< Edit Payment Details

Payment Authorization

Etiam porta sem malesuada magna mollis  
euismod. Nullam id dolor id nibh ultricies vehicula  
ut id elit. Aenean eu leo quam. Pellentesque  
ornare sem lacinia quam venenatis vestibulum.

Authorize

Cancel

Page Notes

Module Type: Transactional Module

This is the Verify view of the Make a Payment with Options Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not display if the account has legal, lost/stolen, bankrupt, fraud, or charged-off statuses. If module fails to load, displays module failure.

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## Make a Payment

Thanks for Your Payment, Steve

**1** **i** Sum, comni cum quaecuptati dolorpo.  
Quiatur aut modi. See your [payment options](#) > **2**

Cras justo odio, dapibus ac facilisis in, egestas eget quam. Praesent commodo cursus magna, vel scelerisque nisl consectetur et.

PAYMENT TO  
[Partner Provided Card Name]  
Account Ending in 1234

PAYMENT FROM  
Bank of America Checking  
Account Ending in 5678

PAYMENT AMOUNT  
\$16.00

PAYMENT DATE  
MM/DD/YYYY

CONFIRMATION NUMBER  
0000000000000000

[Go to Credit Home](#)

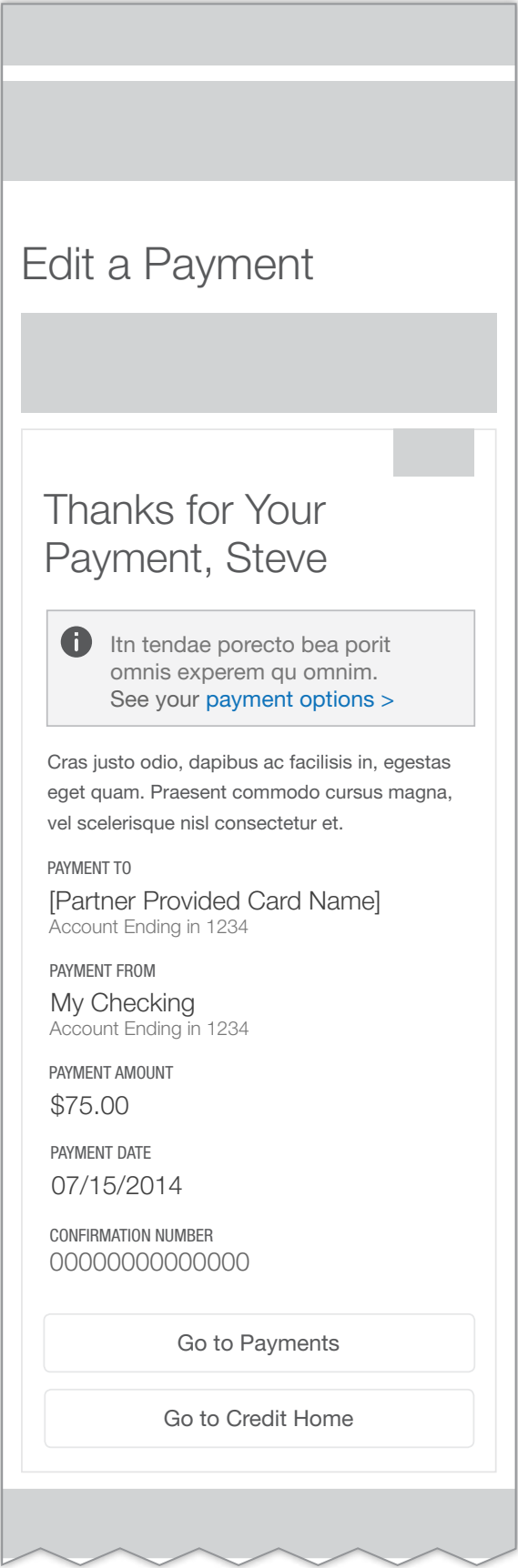
[Go to Payments](#)

This is the Confirm view of the Make a Payment with Options Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not display if the account has legal, lost/stolen, bankrupt, fraud, or charged-off statuses. If module fails to load, displays module failure.

## Interaction Notes

| Key | Element                        | Action                                                              | Notes                                                                                      |
|-----|--------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 1   | Module Level Feedback - Urgent | None                                                                | Conditional content. Urgent feedback appears if user made a payment less than minimum due. |
| 2   | Payment Options Link           | onClick displays Payment Options process page of Collections Module | See <i>Wireframe: Collections Payment Options, Large View</i>                              |

Wireframe: Make a Payment with Options - Confirm, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Confirm view of the Make a Payment with Options Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. The module does not display if the account has legal, lost/stolen, bankrupt, fraud, or charged-off statuses. If module fails to load, displays module failure.

## Enroll in AutoPay

## Select Your Settings

PAYMENT TO

PAYMENT FROM

[Add New Source >](#)

PAYMENT AMOUNT

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

[Enroll in Paperless Statements and Letters](#)

## Page Notes

This is the Enroll in AutoPay Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. If the module fails to load, displays Module Failure. For Edit AutoPay Module, user's selection from Enroll in AutoPay is populated and Paperless content is conditional. Both modules are conditional and will not appear for Massachusetts users.

## Interaction Notes

| Key | Element            | Action                  | Notes                                                                               |
|-----|--------------------|-------------------------|-------------------------------------------------------------------------------------|
| 1   | Other Amount Field | onClick activates field | User can enter an amount less than the minimum due but must exceed partner minimum. |

Enroll in Autopay

Select Your Settings

With AutoPay, you can make automatic montly payments based on the specifications you choose below.

PAYMENT TO

FPO

[Partner Provided Card Name]  
Ending in 1234

PAYMENT FROM

Bank of America Checking  
Account Ending in 5678

Add New Source >

PAYMENT AMOUNT

Minimum Payment Due

Statement Balance in Full

Other Amount

Minimum Payment Due + Other Amount

\$

\$

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

[Partner Provided Card Name]  
Ending in 1234

Enroll in Paperless Statements and Letters

Faceptat emporit acienti opti  
custioratet quam que veliqui arum  
adio maximus am fugiassi cone  
nim fugitem que num eaquid quam  
eos endic tectem aceataspis  
atemporepe voloriatesed quidellictæ  
volum reperi omniet et qui omni.

Yes, enroll me in Paperless Statements and Letters.  
By leaving this box checked, I agree to the [Terms and Conditions](#).

Paperless email notifications will be sent to the following address:

Email Address

s\*\*\*\*\*m@email.com

Edit

Continue

Cancel

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Page Notes

Module Type: Transactional Module

This is the Enroll in AutoPay Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. If the module fails to load, displays Module Failure. For Edit AutoPay Module, user's selection from Enroll in AutoPay is populated and Paperless content is conditional. Both modules are conditional and will not appear for Massachusetts users.

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## Enroll in AutoPay

## Verify Your Settings

**1**  Sum, comni cum quaecuptati dolorpo reiunt facerem est.

[Partner Provided Card Name]  
Account Ending in 1234

Bank of America Checking  
Account Ending in 5678

\$16.00

Note: AutoPay payments are applied on your payment due date. Your first automatic payment will be made on AUG 18, 2014.

Yes, Enroll me in Paperless Statements and Letters to [Partner Provided Card Name] Ending in 1234

Notifications will be sent to s\*\*\*\*\*m@email.com

Cit invendit, quas moluptatis adias re intor res eosti aut la serovid ererias sequam voluptatur, id quo doluptae lat quiam et, sitati tem imincillam et, voluptucimos utatqui aessimus nistiur? Ique liquo omni culparchiet quibusam, sit labo. Ugitate ctemperro quo offitiis delibus.

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[← Make Changes](#)

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Cancel

Authorize

## Page Notes

This is the Verify view of the Enroll in AutoPay Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element                       | Action | Notes                                                                                       |
|-----|-------------------------------|--------|---------------------------------------------------------------------------------------------|
| 1   | Module Level Account Feedback | None   | Conditional content. Account feedback appears if user made a payment less than minimum due. |

Enroll in Autopay

✕

Verify Your Settings

⚠

Itn tendae porecto bea porit  
omnis experem qu omnim.

PAYMENT TO

[Partner Provided Card Name]

Account Ending in 1234

PAYMENT FROM

Bank of America Checking

Account Ending in 5678

PAYMENT AMOUNT

Minimum Payment Due

Note: AutoPay payments are applied  
on your payment due date. Your first  
automatic payment will be made on  
AUG 18, 2014.

Yes, Enroll me in Paperless  
Statements and Letters for  
[Partner Provided Card Name]  
Ending in 1234

Notifications will be sent to  
s\*\*\*\*\*m@email.com

automatic payment will be made on  
AUG 18, 2014.

Yes, Enroll me in Paperless  
Statements and Letters for  
[Partner Provided Card Name]  
Ending in 1234

Notifications will be sent to  
s\*\*\*\*\*m@email.com

Ut amus ea ipsum et qui sum aspeleni sim  
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dolorion nam quias.

< Make Changes

AutoPay Authorization

Etiam porta sem malesuada magna [Terms  
& Conditions](#). Nullam id dolor id nibh ultricies  
vehicula ut id elit. Aenean eu leo quam.  
Pellentesque ornare sem lacinia quam  
venenatis vestibulum venenatis vestibulum..

Authorize

Cancel

Page Notes

Module Type: Transactional Module

This is the Verify view of the Enroll in AutoPay Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. If the module fails to load, displays Module Failure.



Enroll in AutoPay

Congratulations, Steve

1

i

Sum, comni cum quaecuptati dolorpo.  
Quiatur aut modi. See your [payment options](#) >

2

You are now enrolled in AutoPay. Your first AutoPay payment will be made on AUG 18, 2014.  
A confirmation email will be sent to s\*\*\*\*\*m@gmail.com.

Other Updates:

✓

Enrolled in Paperless Statements and Letters for [Partner Provided Card Name] ending in 1234

✓

Updated your email address

Go to Credit Home

Go to Payments

Page Notes

Module Type: Transactional Module

This is the Confirm view of the Enroll in AutoPay Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                      | Action                                                              | Notes                                                                                      |
|-----|------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 1   | Module Level Urgent Feedback | None                                                                | Conditional content. Urgent feedback appears if user made a payment less than minimum due. |
| 2   | Payment Options Link         | onClick displays Payment Options process page of Collections Module | See <i>Wireframe: Collections Payment Options, Large View</i>                              |

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Enroll in Autopay

Congratulations,  
Steve

i

Itn tendae porecto bea porit  
omnis experem qu omnim.  
See your [payment options](#) >

You are now enrolled in AutoPay. Your  
first AutoPay payment will be made on  
AUG 18, 2014, A confirmation email will  
be sent to s\*\*\*\*\*m@gmail.com.

Other Updates:

✓

Enrolled in Paperless Statements  
and Letters for [Partner Provided  
Card Name] ending in 1234

✓

Updated your email address

Go to Payments

Go to Credit Home

Page Notes

Module Type: Transactional Module

This is the Confirm view of the Enroll in AutoPay Module for users in Collections status. The Collections experience is consistent for primary and authorized users. Content and interactions are consistent across all breakpoints. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. If the module fails to load, displays Module Failure.

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| COLLECTIONS PROCESS PAGE: COLLECTIONS PAYMENT OPTIONS |   |   |            |                                                                                                        |                                                                                                         |     |               |                |                          |        |                                                                                                                  |
|-------------------------------------------------------|---|---|------------|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------|
| D                                                     | T | M | ELEMENT    | COPY                                                                                                   | COPY (SPANISH)                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                            |
|                                                       |   |   | Page Title | Account Alert                                                                                          | Mensaje de alerta sobre la cuenta                                                                       |     |               |                |                          |        |                                                                                                                  |
|                                                       |   |   | Header     | Payment Options                                                                                        | Opciones de pago                                                                                        |     |               |                |                          |        |                                                                                                                  |
|                                                       |   |   | Text       | Please make or schedule a payment now to bring your account up to date. Choose from the options below. | Efectúa o programa un pago ahora para poner tu cuenta al día. Elige una de las opciones a continuación. |     |               |                |                          |        |                                                                                                                  |
|                                                       |   |   | Button     | Make a Payment<br>Pay online now. It's quick and easy.                                                 | Efectuar un pago<br>Paga en línea ahora. Es fácil y rápido.                                             |     |               |                |                          |        |                                                                                                                  |
|                                                       |   |   | Button     | Set Up AutoPay<br>Schedule ahead to avoid missed payments.                                             | Configurar Autopay<br>Programa Autopay con antelación para evitar pagos no efectuados.                  |     |               |                |                          |        | Conditional: If user is NOT enrolled in AutoPay.<br><br>Conditional: Not available on this page to MA residents. |
|                                                       |   |   | Button     | Manage AutoPay<br>Adjust your payments to keep your account current.                                   | Manejar Autopay<br>Ajusta tus pagos para mantener tu cuenta actualizada.                                |     |               |                |                          |        | Conditional: If user is enrolled in AutoPay.                                                                     |
|                                                       |   |   | Subhead    | Or Make a Payment Arrangement with a Representative                                                    | O efectuar un acuerdo de pago con un representante                                                      |     |               |                |                          |        |                                                                                                                  |
|                                                       |   |   | Text       | [Collections Phone Number]<br>[Hours of Operation]                                                     | [Collections Phone Number]<br>[Hours of Operation]                                                      |     |               |                |                          |        |                                                                                                                  |
|                                                       |   |   | Text       | Chat with an Associate                                                                                 | Chatear con un asociado                                                                                 |     |               |                |                          |        | Conditional: Not available to mobile users.                                                                      |
|                                                       |   |   | Link       | Chat Now                                                                                               | Chatear ahora                                                                                           |     |               |                |                          |        | Conditional: Not available to mobile users.                                                                      |
|                                                       |   |   | Link       | Remind Me Later                                                                                        | Recordarme más tarde                                                                                    |     |               |                |                          |        | Dismisses page.                                                                                                  |

| PAYMENT VERIFICATION: MODULE-LEVEL ACCOUNT FEEDBACK, INSUFFICIENT PAYMENT (MAKE A PAYMENT W/ OPTIONS, ONE-TIME MAKE A PAYMENT, ENROLL/MANAGE AUTOPAY) |   |   |         |                                                                                                                                              |                                                                                                                                                         |     |               |                |                          |        |                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---------|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                                                                                                                                     | T | M | ELEMENT | COPY                                                                                                                                         | COPY (SPANISH)                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                  |
|                                                                                                                                                       |   |   | Text    | The amount you entered is less than the minimum payment due. Increase your payment to bring your account up to date.                         | El monto que ingresaste es inferior al pago mínimo adeudado. Aumenta tu pago para poner tu cuenta al día.                                               |     |               |                |                          |        | Conditional: Appears if amount entered is insufficient to bring account up to date.<br><br>Replaces “less than the minimum payment due” warning in “ Make a Payment w/ Options module, One-Time Make a Payment module, Enroll/ Manage AutoPay modules. |
| CONFIRMATION PAGE, MODULE-LEVEL URGENT FEEDBACK, INSUFFICIENT PAYMENT (ONE-TIME MAKE A PAYMENT, MAKE A PAYMENT W/ OPTIONS, ENROLL/MANAGE AUTOPAY)     |   |   |         |                                                                                                                                              |                                                                                                                                                         |     |               |                |                          |        |                                                                                                                                                                                                                                                        |
| D                                                                                                                                                     | T | M | ELEMENT | COPY                                                                                                                                         | COPY (SPANISH)                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                  |
|                                                                                                                                                       |   |   | Subhead | Your account remains past due. See your <a href="#">payment options</a> .                                                                    | Tu cuenta sigue vencida. Consulta tus <a href="#">opciones de pago</a> .                                                                                |     |               |                |                          |        | Conditional: Appears if amount entered is insufficient to bring account up to date.<br><br>Appears in Make a Payment w/ Options module, One-Time Make a Payment module, Enroll/ Manage Autopay modules.                                                |
| CONFIRMATION PAGE, ONE-TIME MAKE A PAYMENT                                                                                                            |   |   |         |                                                                                                                                              |                                                                                                                                                         |     |               |                |                          |        |                                                                                                                                                                                                                                                        |
| D                                                                                                                                                     | T | M | ELEMENT | COPY                                                                                                                                         | COPY (SPANISH)                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                  |
|                                                                                                                                                       |   |   | Text    | Thanks for your payment, <span>[FirstName]</span> .<br><br>Your payment is scheduled. Look for a confirmation email in your inbox very soon. | Gracias por tu pago, <span>[FirstName]</span> .<br><br>El pago ha sido programado. Pronto recibirás una confirmación en tu buzón de correo electrónico. |     |               |                |                          |        | Conditional: “Make Another Payment” link that typically appears is suppressed when “Insufficient Payment” Module-Level Urgent Feedback is displayed.                                                                                                   |

| CONFIRMATION PAGE, MAKE A PAYMENT W/ OPTIONS |   |   |         |                   |                                     |     |               |                |                          |        |                                                                                                                                                                                              |
|----------------------------------------------|---|---|---------|-------------------|-------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                            | T | M | ELEMENT | COPY              | COPY (SPANISH)                      | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                        |
|                                              |   |   | Button  | Go to Credit Home | Ir a la Página principal de crédito |     |               |                |                          |        | Conditional: “Make Another Payment” button that typically appears is suppressed and replaced with “Go to Credit Home.” when “Insufficient Payment” Module-Level Urgent Feedback is displayed |

Fusion 7 White Label Standard

# Statements Landing Page

Wireframe: Statements Landing Page, Large & Extra Small View

Header

Menu Module

I Want To Module

Page Title

Card Selector

Notifications

Statement Summary Module

Payment Summary Module

Promotional Balance Summary Module

FAQ

Download Statements Module

Account Activity Module

Contact Us

Language Selector

Footer

Header

Menu Module

Page Title

Card Selector

Notifications

Statement Summary Module

Payment Summary Module

Promotional Balance Summary Module

Download Statements Module

Account Activity Module

Account Activity Module

FAQ

Contact Us

Language Selector

Footer

Fusion 7 White Label Standard

# Statements Summary Module



Wireframe: Statements Summary Module, Large View

Statements

Last Statement

|                           |              |
|---------------------------|--------------|
| Statement Closing Date    | SEP 21, 2014 |
| Statement Balance         | \$300.00     |
| Statement Past Due Amount | \$0.00       |
| Next Statement Date       | OCT 22, 2014 |

1

Download SEP 21,2014 Statement

2

Recent Activity

|                              |                                  |   |
|------------------------------|----------------------------------|---|
| Activity Since               | SEP 21, 2014                     | 3 |
| Current Balance              | \$290.00                         | 4 |
| Payments/Adjustments/Credits | \$10.00                          |   |
| Purchases/Fees/Debits        | \$0.00                           | 5 |
| Available Credit             | <a href="#">Request Increase</a> | 6 |
| Available for Cash           |                                  | 7 |

Page Notes

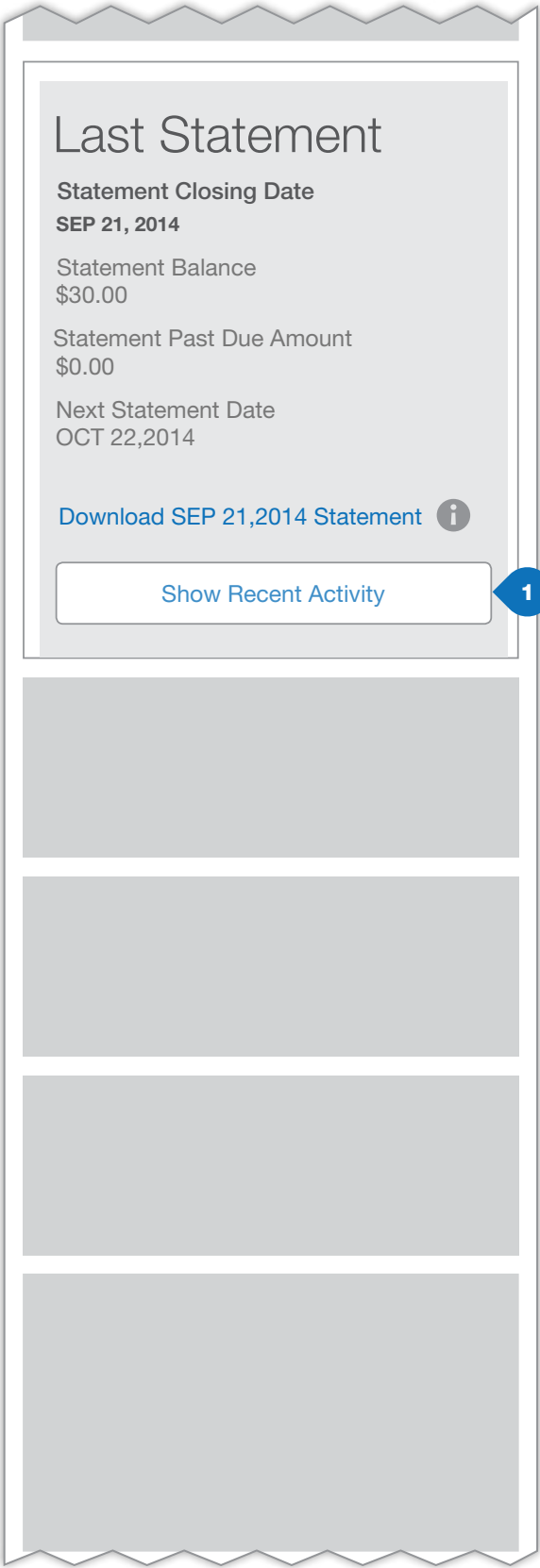
Module Type: Informational Module

This is the updated Statement Summary Module on the Statements Landing Page. This module presents a summary view of the Last Statement and Recent Activity on the Account. Content and interactions are consistent in Medium, Large and Extra Large breakpoints. If the module fails to load, displays Module Failure. If the account is new (within the first 30 days), the Last Statement sections will have all zeroed out data and no download statement link.

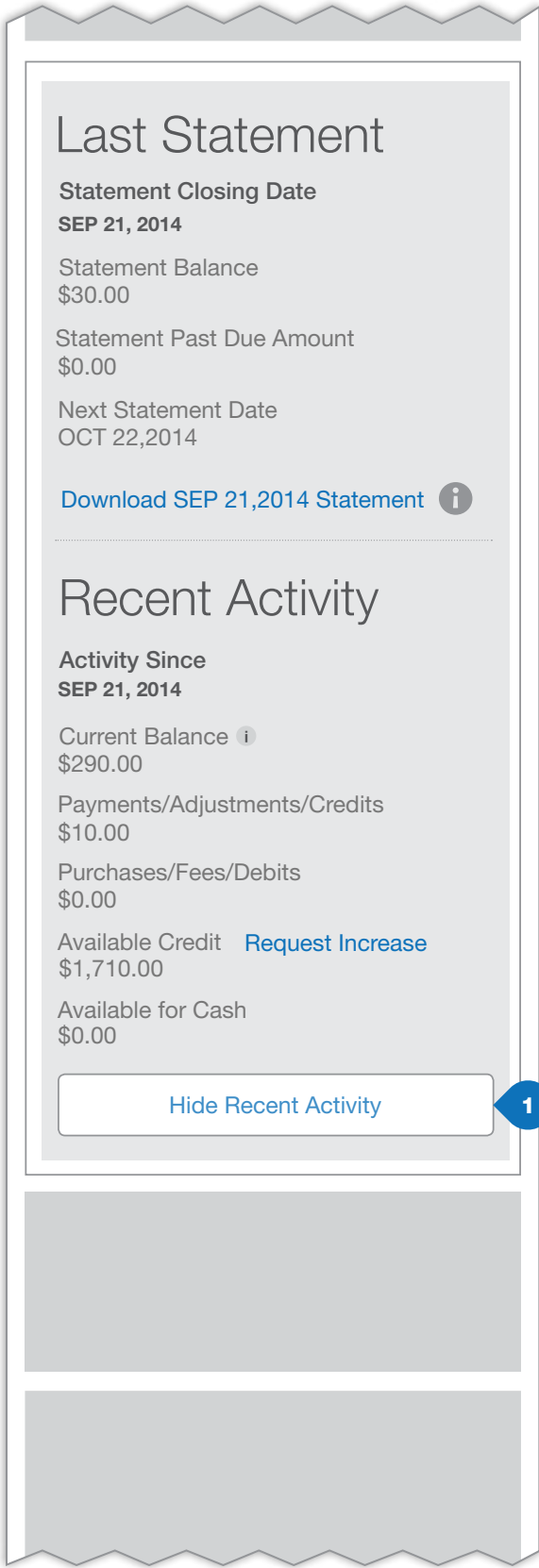
Interaction Notes

| Key | Element                        | Action                                                                                        | Notes                                                                                                                                                                                                                        |
|-----|--------------------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Download [Date] Statement Link | onClick opens statement in PDF format based on the default browser settings                   | Link includes statement date to clarify what period the user is downloading.<br><br>Conditional content. If the user has a new account then there is no statement available for the first 30 days and link is not displayed. |
| 2   | Tooltip                        | onClick displays additional information for downloading statements. See Copy deck for details | Hide tooltip if no statements are available for download                                                                                                                                                                     |
| 3   | Dynamic Content                | None                                                                                          | Conditional content. See Copy deck.                                                                                                                                                                                          |
| 4   | Current Balance Tooltip        | onClick displays Current Balance Tooltip                                                      |                                                                                                                                                                                                                              |
| 5   | Purchases/Fees/Debits Text     | None                                                                                          | Dynamic Content. Cash withdrawal reflects post-statement closing date.                                                                                                                                                       |
| 6   | Request Increase               | onClick displays Request Credit Limit Increase Module                                         | See Wireframe: Request Credit Limit Increase Module, Large View                                                                                                                                                              |
| 7   | Available for Cash Text        | None                                                                                          | This content is conditional and only displays if available for cash is pertinent to the account.                                                                                                                             |

Wireframe: Statements Summary Module, Extra Small View



Default View



Expanded View

Page Notes

Module Type: Informational Module

This is the updated Statement Summary Module on the Statements Landing Page. This module presents a summary view of the Last Statement and Recent Activity on the Account. Content and interactions are consistent in Medium, Large and Extra Large breakpoints. If the module fails to load, displays Module Failure. If the account is new (within the first 30 days), the Last Statement sections will have all zeroed out data and no download statement link.

Interaction Notes

| Key | Element                          | Action                                   | Notes |
|-----|----------------------------------|------------------------------------------|-------|
| 1   | Show/Hide Recent Activity Button | onClick reveals or hides Recent Activity |       |



| FUSION: STATEMENTS SUMMARY MODULE |   |   |              |                           |                                                          |     |               |                |                          |        |                                                                                         |
|-----------------------------------|---|---|--------------|---------------------------|----------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------|
| D                                 | T | M | ELEMENT      | COPY                      | COPY (SPANISH)                                           | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                   |
|                                   |   |   | Heading      | Last Statement            | Último estado de cuenta                                  |     |               |                |                          |        |                                                                                         |
|                                   |   |   | Text         | Statement Closing Date    | Fecha de cierre del estado de cuenta                     |     |               |                |                          |        |                                                                                         |
|                                   |   |   | Dynamic Data | [MMM DD, YYYY]            |                                                          |     |               |                |                          |        |                                                                                         |
|                                   |   |   | Text         | New Account               | Nueva cuenta                                             |     |               |                |                          |        | Conditional content that appears when the account is new.                               |
|                                   |   |   | Text         | Statement Balance         | Saldo del estado de cuenta                               |     |               |                |                          |        |                                                                                         |
|                                   |   |   | Dynamic Data | [\$XXX.XX]                |                                                          |     |               |                |                          |        |                                                                                         |
|                                   |   |   | Text         | Statement Past Due Amount | Monto vencido del estado de cuenta                       |     |               |                |                          |        |                                                                                         |
|                                   |   |   | Dynamic Data | [\$XXX.XX]                |                                                          |     |               |                |                          |        |                                                                                         |
|                                   |   |   | Text         | Next Statement Date       | Fecha del próximo estado de cuenta                       |     |               |                |                          |        |                                                                                         |
|                                   |   |   | Dynamic Data | [MMM DD, YYYY]            |                                                          |     |               |                |                          |        |                                                                                         |
|                                   |   |   | Text         | New Account               | Nueva cuenta                                             |     |               |                |                          |        | Conditional content that appears when the account is new.                               |
|                                   |   |   | Link         | [MMM DD, YYYY]            | Descargar el estado de cuenta de la fecha [MMM DD, YYYY] |     |               |                |                          |        | Appears if statement has generated                                                      |
|                                   |   |   | Image        | [Tooltip Icon]            | [Ícono de herramienta]                                   |     |               |                |                          |        | Launches Download Statements tool tip<br><br>Appears if the user has statements on file |

|  |  |  |              |                                                                                                                                                        |                                                                                                                                                                 |                                |                                                          |  |  |  |                                                            |
|--|--|--|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------------------------------|--|--|--|------------------------------------------------------------|
|  |  |  | Button       | Show Recent Activity                                                                                                                                   | Mostrar actividad reciente                                                                                                                                      |                                |                                                          |  |  |  | Appears at S and XS breakpoints                            |
|  |  |  | Button       | Hide Recent Activity                                                                                                                                   | Ocultar actividad reciente                                                                                                                                      |                                |                                                          |  |  |  | Appears at S and XS breakpoints                            |
|  |  |  | Heading      | Recent Activity                                                                                                                                        | Actividad reciente                                                                                                                                              |                                |                                                          |  |  |  |                                                            |
|  |  |  | Text         | Activity Since                                                                                                                                         | Actividad desde                                                                                                                                                 |                                |                                                          |  |  |  |                                                            |
|  |  |  | Dynamic Data | [MMM DD, YYYY]                                                                                                                                         |                                                                                                                                                                 |                                |                                                          |  |  |  | If account is new, this is the date the account was opened |
|  |  |  | Text         | New Account                                                                                                                                            | Nueva cuenta                                                                                                                                                    |                                |                                                          |  |  |  | Conditional content that appears when the account is new.  |
|  |  |  | Text         | Current Balance                                                                                                                                        | Saldo actual                                                                                                                                                    |                                |                                                          |  |  |  |                                                            |
|  |  |  | Dynamic Data | [\$XXX.XX]                                                                                                                                             |                                                                                                                                                                 |                                |                                                          |  |  |  |                                                            |
|  |  |  | Image        | [Tooltip Icon]                                                                                                                                         |                                                                                                                                                                 | Open Current Balance tooltip.  | Abre la sugerencia de la herramienta sobre Saldo actual. |  |  |  |                                                            |
|  |  |  | Tooltip text | The Current Balance is updated each evening and may not reflect all transactions (payments, purchases, and adjustments) you have made on your account. | El saldo actual se actualiza todas las noches, y es posible que no refleje todas las transacciones (pagos, compras y ajustes) que hayas realizado en tu cuenta. |                                |                                                          |  |  |  |                                                            |
|  |  |  | Link         | [Close Icon]                                                                                                                                           | [Close Icon]                                                                                                                                                    | Close current balance tooltip. | Cerrar la sugerencia de la herramienta saldo actual.     |  |  |  |                                                            |
|  |  |  | Text         | Payments/Adjustments/Credits                                                                                                                           | Pagos/Ajustes/Créditos                                                                                                                                          |                                |                                                          |  |  |  |                                                            |
|  |  |  | Dynamic Data | [\$XXX.XX]                                                                                                                                             |                                                                                                                                                                 |                                |                                                          |  |  |  |                                                            |

|                                                           |   |   |              |                                  |                                   |     |               |                |                          |        |                                                                                             |
|-----------------------------------------------------------|---|---|--------------|----------------------------------|-----------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------------|
|                                                           |   |   | Text         | Purchases/Fees/Debits            | Compras/Cargos/Débitos            |     |               |                |                          |        |                                                                                             |
|                                                           |   |   | Dynamic Data | [\$XXX.XX]                       |                                   |     |               |                |                          |        |                                                                                             |
|                                                           |   |   | Text         | Available Credit                 | Crédito Disponible                |     |               |                |                          |        |                                                                                             |
|                                                           |   |   | Dynamic Data | [\$XXX.XX]                       |                                   |     |               |                |                          |        |                                                                                             |
|                                                           |   |   | Link         | <a href="#">Request Increase</a> | <a href="#">Solicitar aumento</a> |     |               |                |                          |        | Conditional content. Link is suppressed if the user does not have access to the CLI module. |
|                                                           |   |   | Text         | Available for Cash               | Disponible para efectivo          |     |               |                |                          |        | Conditional based on if partner offers cash advances.                                       |
|                                                           |   |   | Dynamic Data | [\$XXX.XX]                       |                                   |     |               |                |                          |        |                                                                                             |
| FUSION: DOWNLOAD STATEMENTS (LAUNCHES FROM TOOL TIP ICON) |   |   |              |                                  |                                   |     |               |                |                          |        |                                                                                             |
| D                                                         | T | M | ELEMENT      | COPY                             | COPY (SPANISH)                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                       |
|                                                           |   |   | Header       | Download Statements              | Descargar estados de cuenta       |     |               |                |                          |        |                                                                                             |

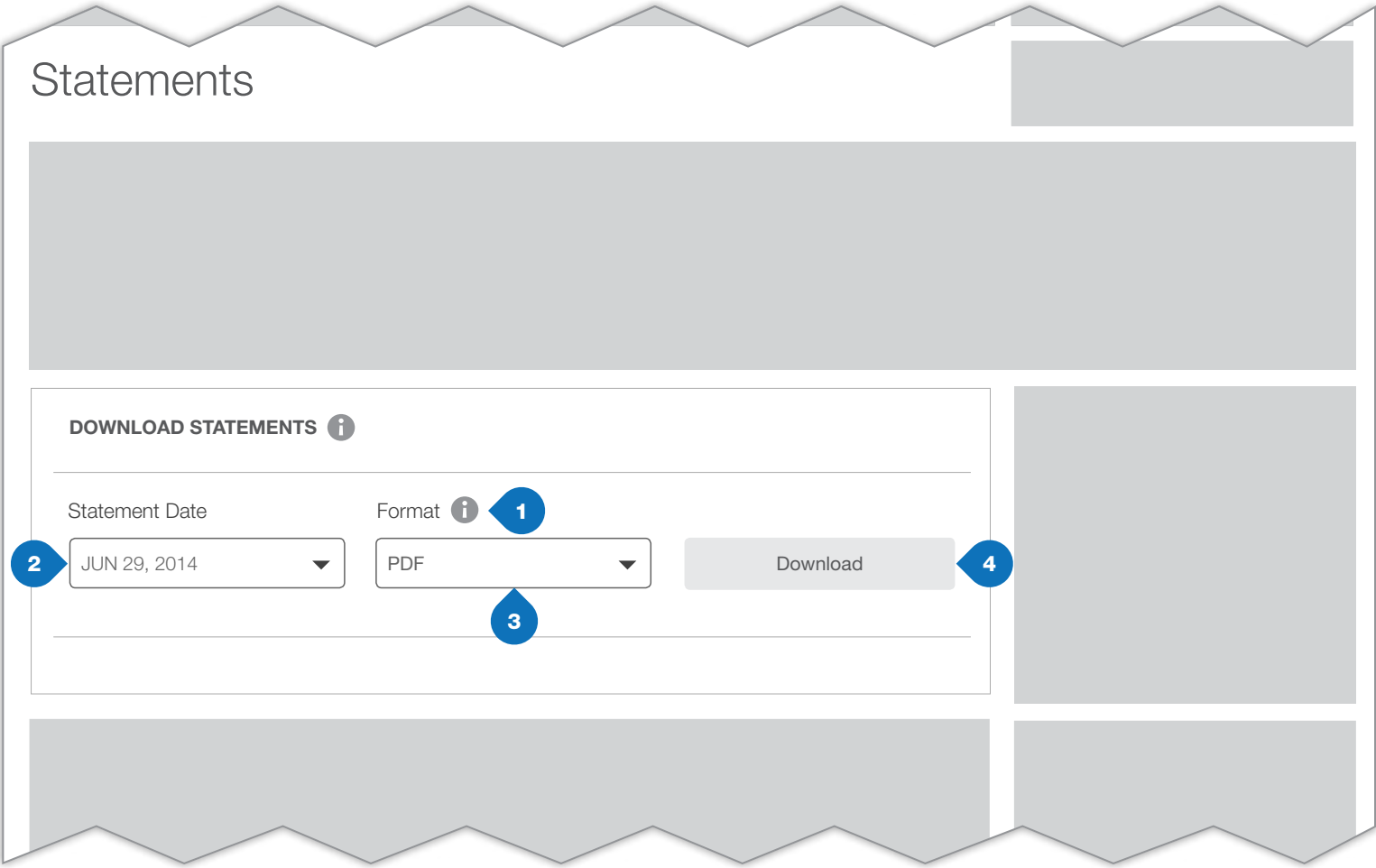
Copy: Statements Summary Module

|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                    |                                                                     |  |  |  |  |  |
|--|--|--|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------|--|--|--|--|--|
|  |  |  | Text | <p>Several months of past statements are currently available to download. To request paper copies of statements no longer available online, please call the number on the back of your card.</p> <p>Note: Because downloadable statements may be stored on your hard drive, we recommend that you not view statements on shared or public computers.</p> | <p>Actualmente hay actualmente varios meses de estados de cuenta anteriores disponibles para descargar. Para solicitar copias impresas de estados de cuenta que ya no están disponibles en línea, puedes llamar al número que figura al dorso de tu tarjeta.</p> <p>Nota: Debido a que los estados de cuenta descargables pueden ser almacenados en tu disco duro, te recomendamos no consultar estados de cuenta en computadoras compartidas o públicas.</p> |                                    |                                                                     |  |  |  |  |  |
|  |  |  | Link | <a href="#">[Close Icon]</a>                                                                                                                                                                                                                                                                                                                             | <a href="#">[Close Icon]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                  | Close download statements tooltip. | Cerrar la sugerencia de la herramienta descargar estados de cuenta. |  |  |  |  |  |

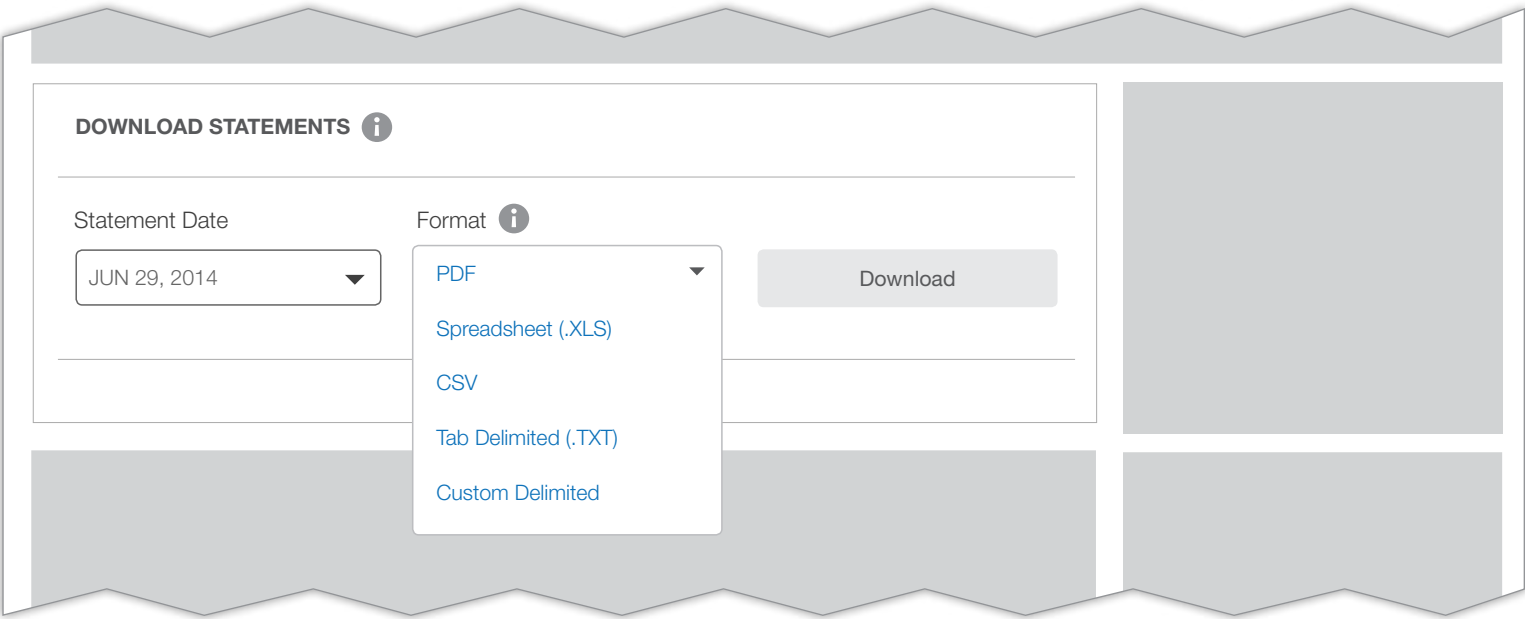
Fusion 7 White Label Standard

# Download Statements Module

Wireframe: Download Statements Module, Large View



Large View, Default



Large View, Format Description

Page Notes

Module Type: Informational Module

This is the updated Download Statements module which allows the user to download statements in several formats. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                 | Action                                                                                                                                                                                                             | Notes                                                                                                                                                                                                                                                                                                                          |
|-----|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Tooltip                 | onClick displays tooltip content                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                |
| 2   | Statement Date Dropdown | onClick displays or collapses the statement dates available for download<br><br>If user selects an option, the dropdown is collapsed and the selected option is displayed<br><br>onLoad displays 'Recent Activity' | Conditional content. Dropdown options vary based on availability.<br><br>Dropdown options include recent activity in addition to recent statements. Refer to copy for details.<br><br>Changes to Statement Date selection resets Format selection to PDF. Selection of Format does not affect Statement Date Dropdown options. |
| 3   | Format Dropdown         | onClick displays or hides the formats available for download<br><br>If user selects an option, the dropdown collapses and displays the selected option                                                             | onLoad pre-populates PDF. If user selects statement date for the last 6-12 months, displays available formats.<br><br>See note #2 above.                                                                                                                                                                                       |
| 4   | Download Button         | onClick downloads the selected statement in selected format                                                                                                                                                        | Conditional interaction. If Custom Delimited format is selected, displays the Custom Delimited modal.<br><br>See Wireframe: Download Statements Module - Custom Delimited Modal, Large View                                                                                                                                    |



Wireframe: Download Statements Module, Extra Small View

Statements

DOWNLOAD STATEMENTS ⓘ

Statement Date

JUN 29, 2014 ▼

Format ⓘ

PDF ▼

Download

Extra Small View, Default

Statements

DOWNLOAD STATEMENTS ⓘ

Statement Date

JUN 29, 2014 ▼

Format ⓘ

PDF ▼

Spreadsheet (.XLS)

CSV

Tab Delimited (.TXT)

Custom Delimited

Extra Small View, Format Dropdown

Page Notes

Module Type: Informational Module

This is the Download Statements module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Download Statements Module - No Statement Data, Large View

Statements

DOWNLOAD STATEMENTS ⓘ

Nibh varius congue. Nullam sit amet volutpat felis, ut rutrum diam. Vivamus euismod nibh id feugiat varius. Suspendisse pretium ipsum in ipsum accumsan vestibulum.

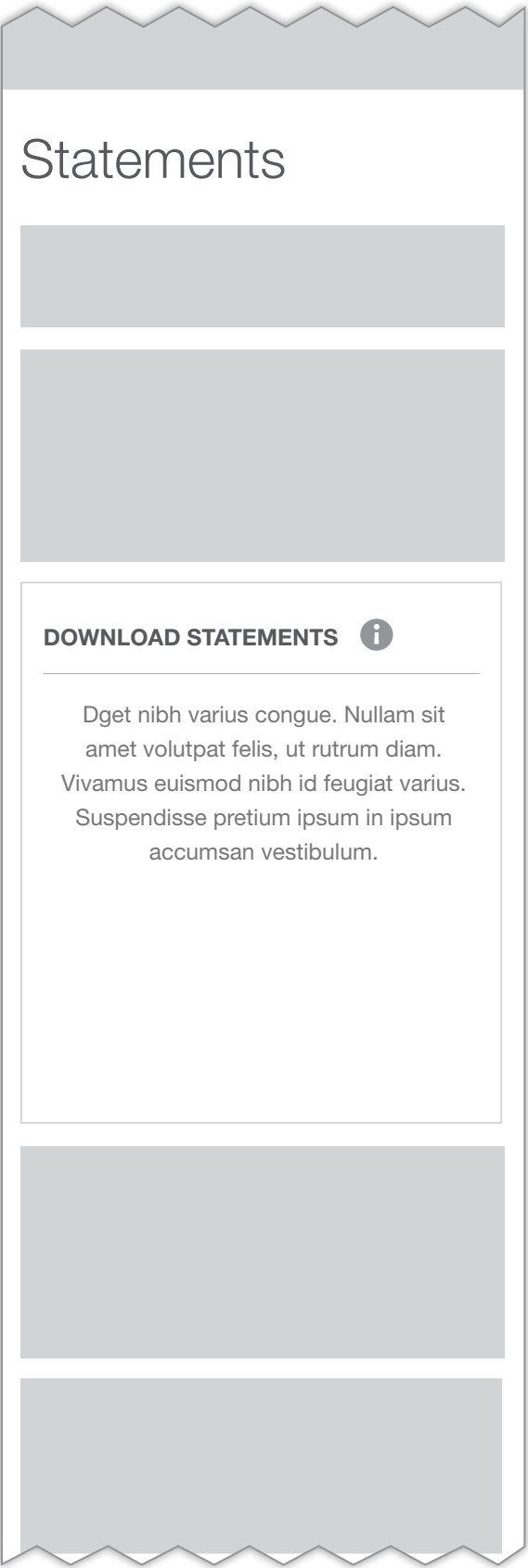
Page Notes

Module Type: Informational Module

This is the Download Statements module. Content and interactions are consistent across all breakpoints.



Wireframe: Download Statements Module - No Statement Data, Extra Small View

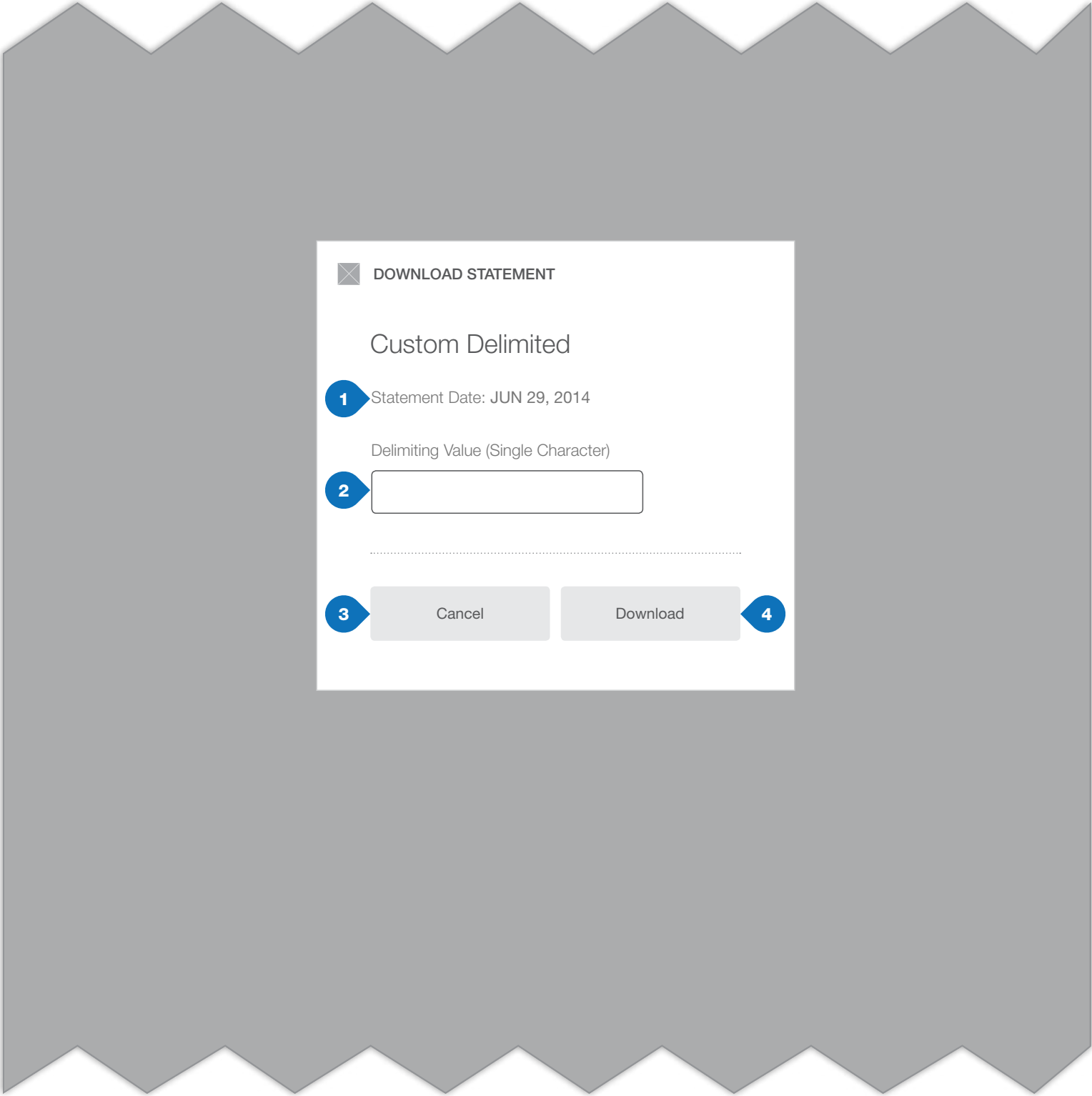


Page Notes

Module Type: Informational Module

This is the Download Statements module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Wireframe: Download Statements Module - Custom Delimited Modal, Large View



### Page Notes

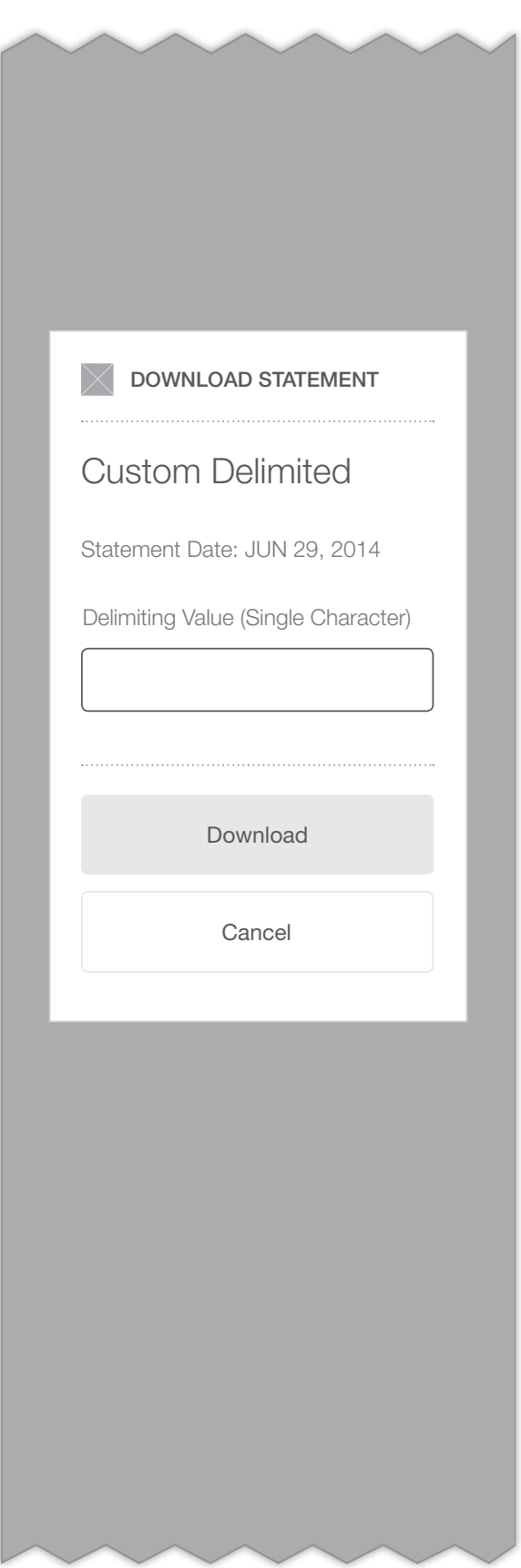
Module Type: Informational Module

This is the updated Download Statements module which allows the user to download statements in additional formats. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

### Interaction Notes

| Key | Element                | Action                                                                                                                                              | Notes                                                                                     |
|-----|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| 1   | Statement Date Text    | None                                                                                                                                                | Conditional content. Displays the statement date that user selected in the previous step. |
| 2   | Delimiting Value Field | onFocus activates the field; when the user exits the field validates the data for formatting; if an error is found, a form field error is displayed |                                                                                           |
| 3   | Cancel Button          | onClick dismisses modal and displays Statements Landing Page                                                                                        | See Wireframe: Download Statements Module, Large View                                     |
| 4   | Download Button        | onClick downloads selected statement in .txt format delimited by the character entered and based on user's browser setting                          |                                                                                           |

# Wireframe: Download Statements Module - Custom Delimited Modal, Extra Small View



## Page Notes

Module Type: Informational Module

This is the Custom Delimited Modal View of the Download Statements module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| FUSION: DOWNLOAD STATEMENTS |   |   |                  |                      |                                   |                                   |                       |                |                          |        |                                                                                         |
|-----------------------------|---|---|------------------|----------------------|-----------------------------------|-----------------------------------|-----------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------|
| D                           | T | M | ELEMENT          | COPY                 | COPY (SPANISH)                    | ADA                               | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                   |
|                             |   |   | Header           | DOWNLOAD STATEMENTS  | DESCARGAR ESTADOS DE CUENTA       |                                   |                       |                |                          |        |                                                                                         |
|                             |   |   | Image            | [Tooltip Icon]       |                                   | Open Download Statements tooltip. | (Translation needed.) |                |                          |        | Launches Download Statements tool tip<br><br>Appears if the user has statements on file |
|                             |   |   | Dropdown Label   | Statement Date       | Fecha del estado de cuenta        |                                   |                       |                |                          |        |                                                                                         |
|                             |   |   | Dropdown Element | Recent Activity      | (Translation needed)              |                                   |                       |                |                          |        | Conditional: If no Recent Activity, first available statement appears onLoad.           |
|                             |   |   | Dropdown Element | [MMM DD, YYYY]       | [MMM DD, YYYY]                    |                                   |                       |                |                          |        | Appears for each available statement                                                    |
|                             |   |   | Dropdown Element | [MMM DD, YYYY]       | [MMM DD, YYYY]                    |                                   |                       |                |                          |        |                                                                                         |
|                             |   |   | Dropdown Label   | Format               | Formato                           |                                   |                       |                |                          |        |                                                                                         |
|                             |   |   | Image            | [Tooltip Icon]       | [Tooltip Icon]                    | Open Statement Formats tooltip.   | (Translation needed.) |                |                          |        | Launches Format tool tip<br><br>Appears if the user has statements on file              |
|                             |   |   | Dropdown Element | PDF                  | PDF                               |                                   |                       |                |                          |        |                                                                                         |
|                             |   |   | Dropdown Element | Spreadsheet (.XLS)   | Hoja de cálculo (.XLS)            |                                   |                       |                |                          |        |                                                                                         |
|                             |   |   | Dropdown Element | CSV                  | CSV                               |                                   |                       |                |                          |        |                                                                                         |
|                             |   |   | Dropdown Element | Tab Delimited (.TXT) | Delimitado por tabuladores (.TXT) |                                   |                       |                |                          |        |                                                                                         |

|                                                            |   |   |                  |                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                    |                                                                     |                |                          |        |                                                                                             |
|------------------------------------------------------------|---|---|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------------|
|                                                            |   |   | Dropdown Element | Custom Delimited                                                                                                                                                                                                                                                                                                                                  | Delimitador personalizado                                                                                                                                                                                                                                                                                                                                                                                                                              |                                    |                                                                     |                |                          |        |                                                                                             |
|                                                            |   |   | Primary Button   | Download                                                                                                                                                                                                                                                                                                                                          | Descargar                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                    |                                                                     |                |                          |        |                                                                                             |
| DOWNLOAD STATEMENTS: NO STATEMENT AVAILABLE TAKEOVER STATE |   |   |                  |                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                    |                                                                     |                |                          |        |                                                                                             |
| D                                                          | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                                                                                                                              | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                         | ADA                                | ADA (SPANISH)                                                       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                       |
|                                                            |   |   | Dynamic Copy     | You have no statements available at this time. Your statements will be available to download after your first billing cycle ends.                                                                                                                                                                                                                 | No tiene estados de cuenta disponibles en este momento. Tus estados de cuenta estarán disponibles para descargar después de que finalice tu primer ciclo de facturación.                                                                                                                                                                                                                                                                               |                                    |                                                                     |                |                          |        | Conditional content that appears if the user's account has not generated any statements yet |
| DOWNLOAD STATEMENTS (LAUNCHES FROM TOOL TIP ICON)          |   |   |                  |                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                    |                                                                     |                |                          |        |                                                                                             |
| D                                                          | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                                                                                                                              | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                         | ADA                                | ADA (SPANISH)                                                       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                       |
|                                                            |   |   | Header           | Download Statements                                                                                                                                                                                                                                                                                                                               | Descargar estados de cuenta                                                                                                                                                                                                                                                                                                                                                                                                                            |                                    |                                                                     |                |                          |        |                                                                                             |
|                                                            |   |   | Text             | Several months of past statements are currently available to download. To request paper copies of statements no longer available online, please call the number on the back of your card.<br><br>Note: Because downloadable statements may be stored on your hard drive, we recommend that you not view statements on shared or public computers. | Actualmente hay actualmente varios meses de estados de cuenta anteriores disponibles para descargar. Para solicitar copias impresas de estados de cuenta que ya no están disponibles en línea, puedes llamar al número que figura al dorso de tu tarjeta.<br><br>Nota: Debido a que los estados de cuenta descargables pueden ser almacenados en tu disco duro, te recomendamos no consultar estados de cuenta en computadoras compartidas o públicas. |                                    |                                                                     |                |                          |        |                                                                                             |
|                                                            |   |   | Link             | [Close Icon]                                                                                                                                                                                                                                                                                                                                      | [Close Icon]                                                                                                                                                                                                                                                                                                                                                                                                                                           | Close Download Statements tooltip. | Cerrar la sugerencia de la herramienta descargar estados de cuenta. |                |                          |        |                                                                                             |

| FORMAT STATEMENTS (LAUNCHES FROM TOOL TIP ICON) |   |   |              |                                                                                                                                                                                             |                                                                                                                                                                                                                                                        |                                  |                                                                       |                                                                                                          |                                                                                                            |        |       |
|-------------------------------------------------|---|---|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|--------|-------|
| D                                               | T | M | ELEMENT      | COPY                                                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                                                                                                         | ADA                              | ADA (SPANISH)                                                         | ERROR MESSAGES                                                                                           | ERROR MESSAGES (SPANISH)                                                                                   | CMS ID | NOTES |
|                                                 |   |   | Header       | Statement Formats                                                                                                                                                                           | Formatos de estados de cuenta                                                                                                                                                                                                                          |                                  |                                                                       |                                                                                                          |                                                                                                            |        |       |
|                                                 |   |   | Text         | You can download past statements in multiple formats. Older statements are available in PDF format only. To request statements no longer available online, please contact customer service. | Puedes descargar estados de cuenta anteriores en varios formatos. Los estados de cuenta más antiguos solo están disponibles en formato PDF. Para solicitar estados de cuenta que ya no están disponibles en línea, comunícate con Servicio al Cliente. |                                  |                                                                       |                                                                                                          |                                                                                                            |        |       |
|                                                 |   |   | Link         | <a href="#">[Close Icon]</a>                                                                                                                                                                | <a href="#">[Close Icon]</a>                                                                                                                                                                                                                           | Close Statement Formats tooltip. | Cerrar la sugerencia de la herramienta formatos de estados de cuenta. |                                                                                                          |                                                                                                            |        |       |
| DOWNLOAD STATEMENTS – CUSTOM DELIMITED MODAL    |   |   |              |                                                                                                                                                                                             |                                                                                                                                                                                                                                                        |                                  |                                                                       |                                                                                                          |                                                                                                            |        |       |
| D                                               | T | M | ELEMENT      | COPY                                                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                                                                                                         | ADA                              | ADA (SPANISH)                                                         | ERROR MESSAGES                                                                                           | ERROR MESSAGES (SPANISH)                                                                                   | CMS ID | NOTES |
|                                                 |   |   | Heading      | DOWNLOAD STATEMENT                                                                                                                                                                          | DESCARGAR ESTADO DE CUENTA                                                                                                                                                                                                                             |                                  |                                                                       |                                                                                                          |                                                                                                            |        |       |
|                                                 |   |   | Heading      | Custom Delimited                                                                                                                                                                            | Delimitador personalizado                                                                                                                                                                                                                              |                                  |                                                                       |                                                                                                          |                                                                                                            |        |       |
|                                                 |   |   | Text         | Statement Date:                                                                                                                                                                             | Fecha del Estado de Cuenta:                                                                                                                                                                                                                            |                                  |                                                                       |                                                                                                          |                                                                                                            |        |       |
|                                                 |   |   | Dynamic Data | [MMM DD, YYYY]                                                                                                                                                                              | [MMM DD, YYYY]                                                                                                                                                                                                                                         |                                  |                                                                       |                                                                                                          |                                                                                                            |        |       |
|                                                 |   |   | Field Label  | Delimiting Value (Single Character)                                                                                                                                                         | Delimitar valor (carácter único)                                                                                                                                                                                                                       |                                  |                                                                       | Client-Side Error: User enters more than one character: Please enter a one-character customer delimiter. | Client-Side Error: User enters more than one character: Ingresa un delimitador del cliente de un carácter. |        |       |



Copy: Download Statements Module

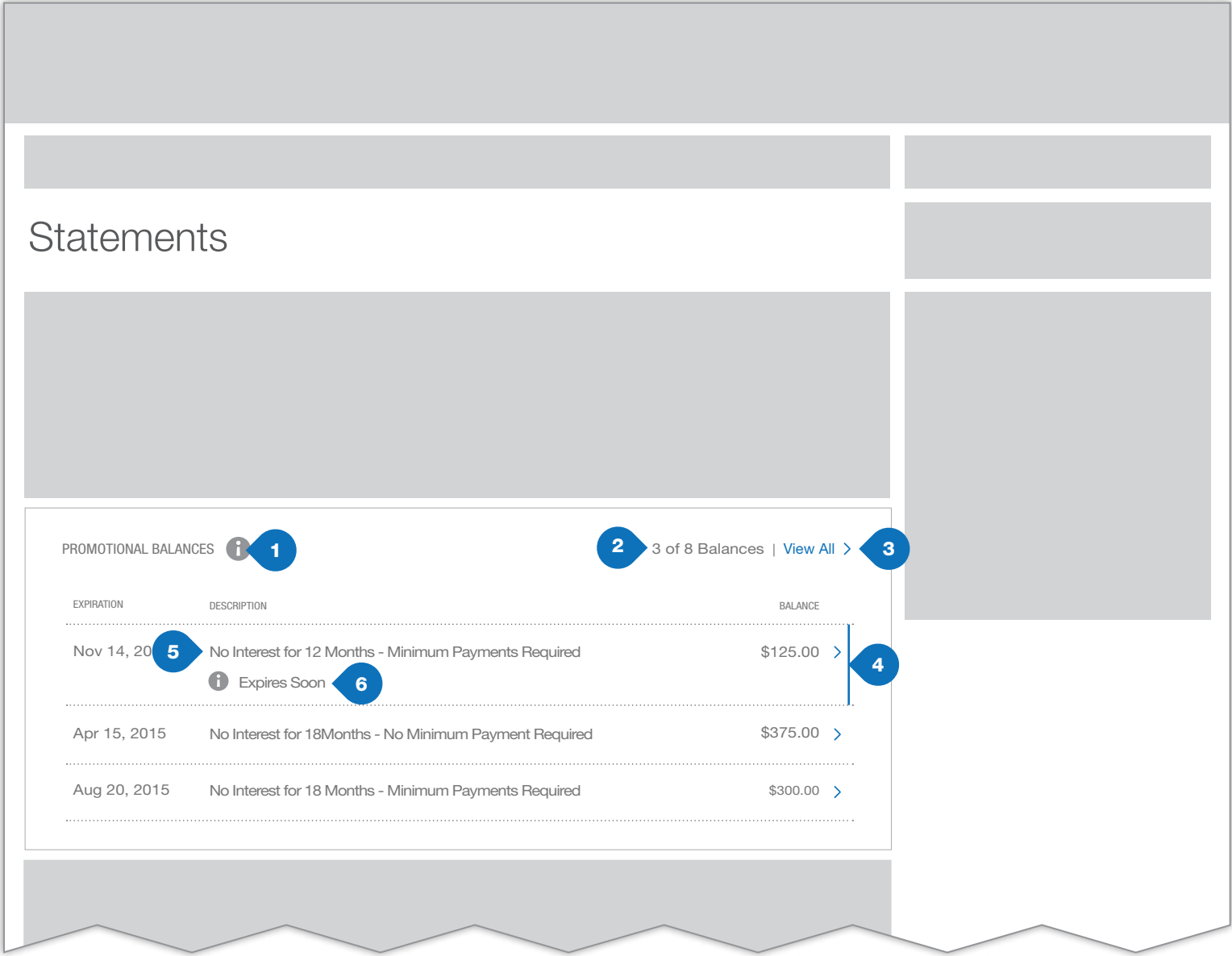
|  |  |  |                       |          |           |                                                              |                          |  |  |  |  |
|--|--|--|-----------------------|----------|-----------|--------------------------------------------------------------|--------------------------|--|--|--|--|
|  |  |  | Button<br>(Primary)   | Download | Descargar | Download Custom<br>Delimited<br>Statement.                   | (Translation<br>needed.) |  |  |  |  |
|  |  |  | Button<br>(Secondary) | Cancel   | Cancelar  | Cancel and<br>return to<br>Download<br>Statements<br>screen. | (Translation<br>needed.) |  |  |  |  |

Fusion 7 White Label Standard

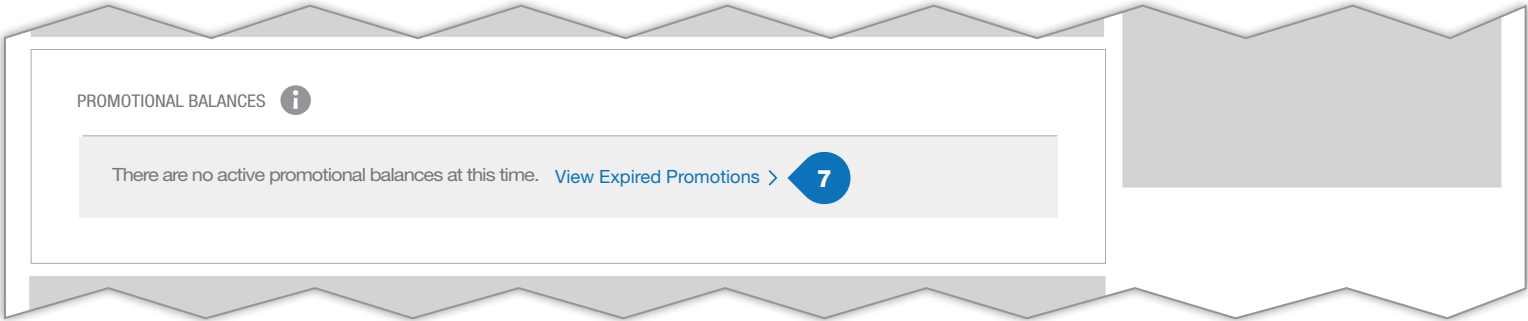
# Promotional Balance Summary Module



Wireframe: Promotional Balance Summary Module, Large View



Large View, Credit Home & Statements Page



Large View - No Active Promotional Balances, Credit Home & Statements Page

Page Notes

Module Type: Informational Module

This the Promotional Balance Summary Module. This module appears in both the Statements Landing page and the Credit Home landing page if there are Promotional Balances associated with the account. The module stays visible (with a takeover message) for the remainder of the billing cycle in which the last promotional balance expired so that the user can access the Promo Balance Details. After the end of the billing cycle in which the last promotion expired the links to the details page in the I Want To... module will be suppressed.

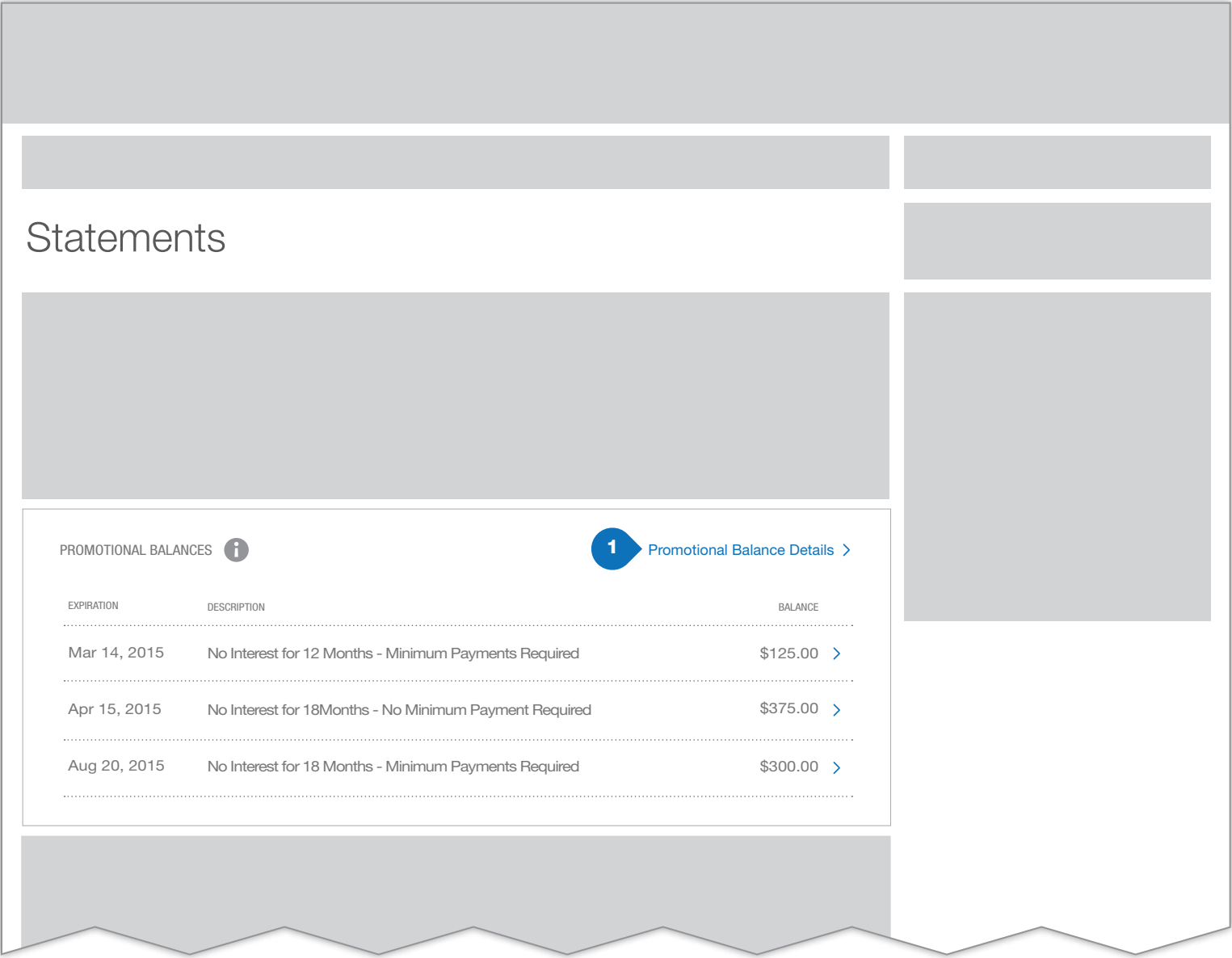
A takeover message appears if the user has more than 20 Promotional Balances. This module does not appear if the account has no promotional balances. The View Expired Promotions link will only display if the account has expired promotions. If the account only has expired promotions then the View Expired Promotions link should only be available until the expired promotions have been displayed for the remainder of the statement cycle in which they expired, then it should be suppressed.

Content and interactions are consistent across Medium, Large and Extra Large breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                          | Action                                                                                                                                                | Notes                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Tooltip Icon                     | onClick displays and collapses tooltip content                                                                                                        | See Copy for content.                                                                                                                                                                                                                                                                                                                                                                                                             |
| 2   | 3 of X Balances Text             | None                                                                                                                                                  | Conditional content; does not appear if there are fewer than 4 promotional balances.                                                                                                                                                                                                                                                                                                                                              |
| 3   | View All Link                    | onClick displays the Promotional Balance Details Page                                                                                                 | Conditional content; Copy changes if there are fewer than 4 Promotional Balances. See Comp and Copy for content.                                                                                                                                                                                                                                                                                                                  |
| 4   | Promotional Balance Summary List | onClick displays the Promotional Balance Details Page and anchors page to the promotion that was clicked on but does NOT expand the promotion details | Includes up to 3 promotional balances associated with the account, starting with the one expiring soonest on top.                                                                                                                                                                                                                                                                                                                 |
| 5   | Description Text                 | None                                                                                                                                                  | This content is the promotion title used in the statement.<br><br>This content is hidden in the Small and Extra Small Views.                                                                                                                                                                                                                                                                                                      |
| 6   | Expiring Soon Text               | None                                                                                                                                                  | Conditional content. Displays if the promotional balance is expiring within the next 90 days.                                                                                                                                                                                                                                                                                                                                     |
| 7   | View Expired Promotions Link     | onClick displays the Promotional Balance Details Page with Expired Promotions listed starting with the one expired soonest on top                     | Conditional content. Displays text and link if there are no active promotions. The View Expired Promotions link will only display if the account has expired promotions. If the account only has expired promotions then the View Expired Promotions link should only be available until the expired promotions have been displayed for the remainder of the statement cycle in which they expired, then it should be suppressed. |

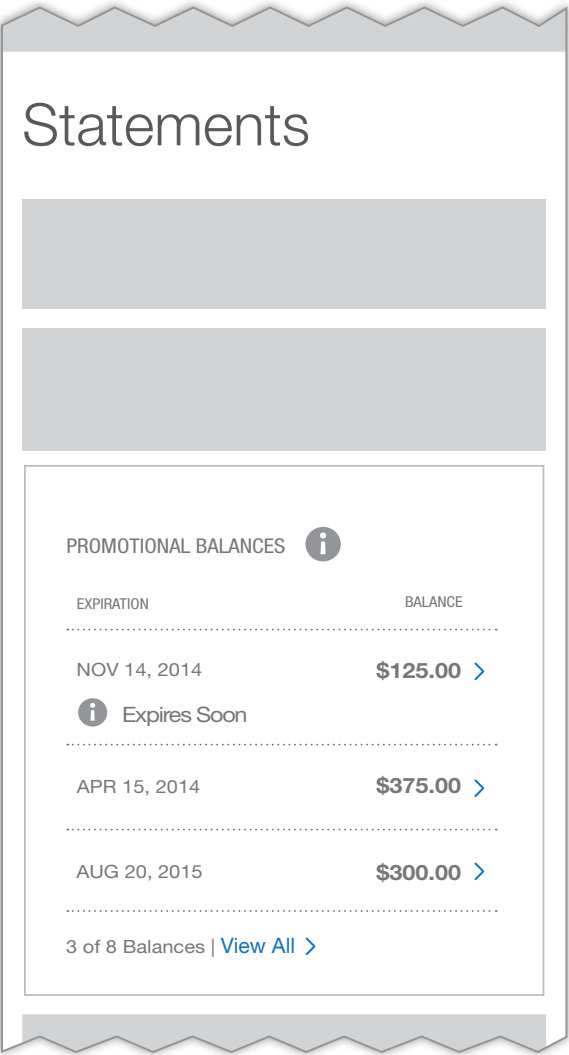
Wireframe: Promotional Balance Summary Module - 3 or Fewer Promotions, Large View



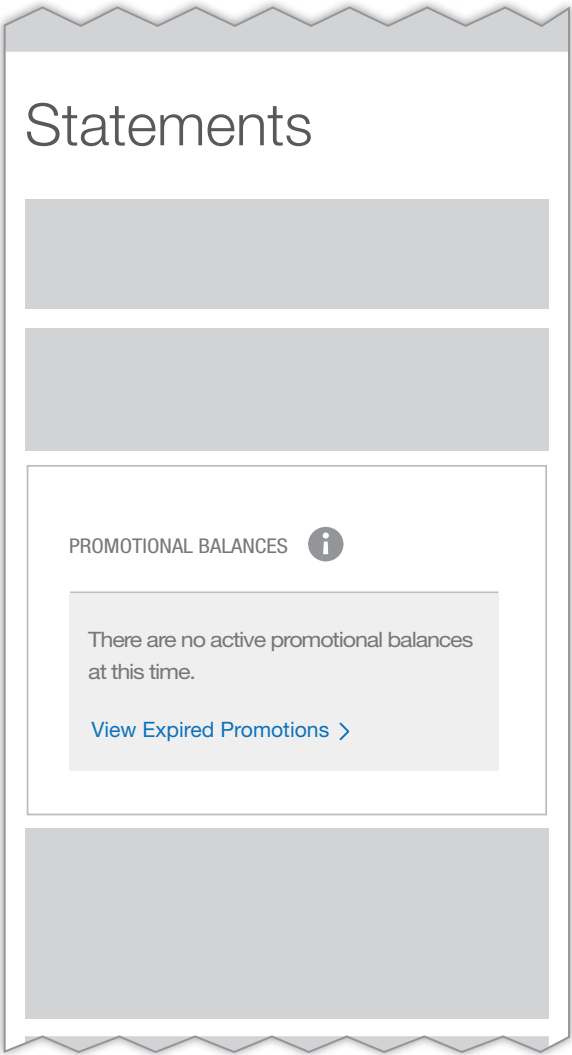
Large View, Credit Home & Statements Page

| Page Notes                                                                                                                                      |                                  |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Module Type: Informational Module                                                                                                               |                                  |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Content and interactions are consistent across Medium, Large and Extra Large breakpoints. If the module fails to load, displays Module Failure. |                                  |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Interaction Notes                                                                                                                               |                                  |                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Key                                                                                                                                             | Element                          | Action                                                | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 1                                                                                                                                               | Promotional Balance Details Link | onClick displays the Promotional Balance Details Page | Conditional content; Copy changes if there are more than 3 promotional balances. See copy for content.<br><br>The Promotional Balance Details link should only be available for accounts that have promotions. If an account has only expired promotions then the Promotional Balance Details link should be available until the expired promotions have been displayed for the remainder of the statement cycle in which they expired. |

Wireframe: Promotional Balance Summary Module, Extra Small View



Extra Small View, Credit Home & Statements Page



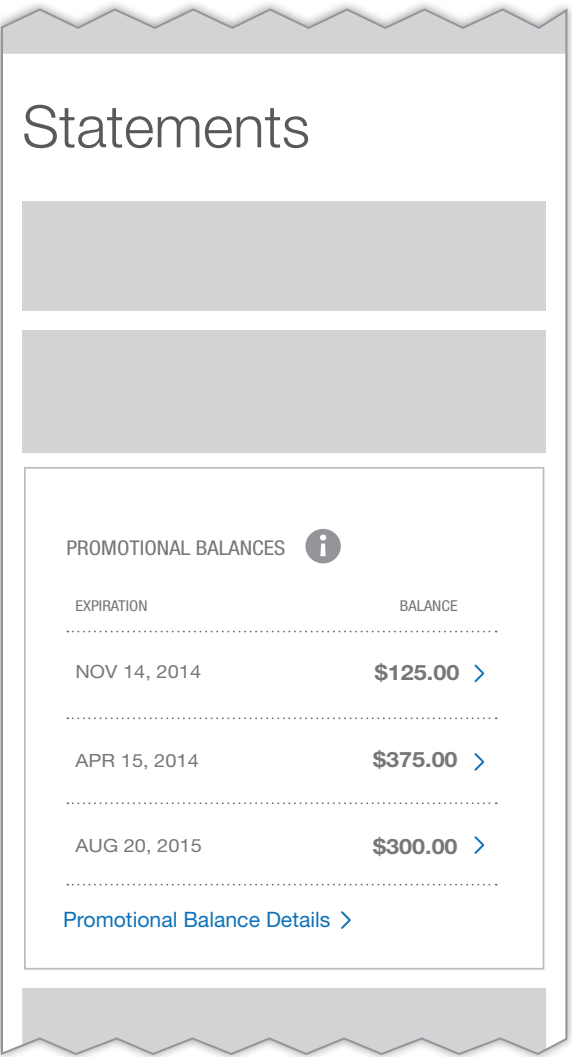
Extra Small View - No Active Promotional Balances, Credit Home & Statements Page

Page Notes

Module Type: Informational Module

Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Promotional Balance Summary Module - 3 or Fewer Promotions, Extra Small View



Extra Small View, Credit Home & Statements Page

Page Notes

Module Type: Informational Module  
Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure.

| FUSION: PROMOTIONAL BALANCE SUMMARY |   |   |                  |                                           |                                                  |                                    |                                                                |                |                          |        |                                                  |
|-------------------------------------|---|---|------------------|-------------------------------------------|--------------------------------------------------|------------------------------------|----------------------------------------------------------------|----------------|--------------------------|--------|--------------------------------------------------|
| D                                   | T | M | ELEMENT          | COPY                                      | COPY (SPANISH)                                   | ADA                                | ADA (SPANISH)                                                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                            |
|                                     |   |   | Heading          | PROMOTIONAL BALANCES                      | SALDOS PROMOCIONALES                             |                                    |                                                                |                |                          |        |                                                  |
|                                     |   |   | Image            | [Tool tip Icon]                           |                                                  | Open Promotional Balances tooltip. | Abrir la sugerencia de la herramienta de Saldos Promocionales. |                |                          |        |                                                  |
|                                     |   |   | Link             | Promotional Balance Details >             | Detalles del Saldo Promocional >                 |                                    |                                                                |                |                          |        | Appears if the user has 3 balances or fewer      |
|                                     |   |   | Text             | [#] of [#] Balances                       | [#] de [#] Saldos                                |                                    |                                                                |                |                          |        | Appears if the user has 3 balances or more       |
|                                     |   |   | Link             | View All >                                | Ver todos>                                       |                                    |                                                                |                |                          |        | Appears if the user has 3 balances or more       |
|                                     |   |   | Text             | EXPIRATION                                | VENCIMIENTO                                      |                                    |                                                                |                |                          |        | This row repeats for each promotional purchase.  |
|                                     |   |   | Dynamic Data     | [MMM DD, YYYY]                            | [MMM DD, YYYY]                                   |                                    |                                                                |                |                          |        | This row repeats for each promotional purchase.  |
|                                     |   |   | Text             | DESCRIPTION                               | DESCRIPCIÓN                                      |                                    |                                                                |                |                          |        |                                                  |
|                                     |   |   | Dynamic Data     | [Display Promotion Data Payment Required] | [Se requiere un pago mostrar datos de promoción] |                                    |                                                                |                |                          |        | This row repeats for each promotional purchase.  |
|                                     |   |   | Image            | [Exclamation Point Icon]                  |                                                  |                                    |                                                                |                |                          |        | Appears if promotion expires in the next 90 days |
|                                     |   |   | Conditional Copy | Expires Soon                              | Vence pronto                                     |                                    |                                                                |                |                          |        | Appears if promotion expires in the next 90 days |
|                                     |   |   | Text             | BALANCE                                   | SALDO                                            |                                    |                                                                |                |                          |        | This row repeats for each promotional purchase.  |
|                                     |   |   | Dynamic Data     | [\$XXXX.XX]                               |                                                  |                                    |                                                                |                |                          |        | This row repeats for each promotional purchase.  |

|                                                         |   |   |            |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                  |                              |                                 |                |                          |        |                                                                                                            |
|---------------------------------------------------------|---|---|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------|
|                                                         |   |   | Image/Link | [Link Symbol]                                                                                                                                                                                                              |                                                                                                                                                                                                                                                  | Promotional Balance Details. | Detalles del Saldo Promocional. |                |                          |        | Links to Promotional Balance Details module                                                                |
| FUSION: PROMOTIONAL BALANCES TOOLTIP                    |   |   |            |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                  |                              |                                 |                |                          |        |                                                                                                            |
| D                                                       | T | M | ELEMENT    | COPY                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                   | ADA                          | ADA (SPANISH)                   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                      |
|                                                         |   |   | Heading    | Promotional Balances                                                                                                                                                                                                       | Saldos Promocionales                                                                                                                                                                                                                             |                              |                                 |                |                          |        |                                                                                                            |
|                                                         |   |   | Copy       | You can avoid interest charges by paying your entire promotional balance before the promotion's expiration date.                                                                                                           | Usted podrá evitar cargos por intereses pagando la totalidad de su saldo promocional antes de la fecha de vencimiento de la promoción.                                                                                                           |                              |                                 |                |                          |        |                                                                                                            |
| FUSION: PROMOTIONAL BALANCE TAKEOVER MESSAGE            |   |   |            |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                  |                              |                                 |                |                          |        |                                                                                                            |
| D                                                       | T | M | ELEMENT    | COPY                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                   | ADA                          | ADA (SPANISH)                   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                      |
|                                                         |   |   | Heading    | PROMOTIONAL BALANCES                                                                                                                                                                                                       | SALDOS PROMOCIONALES                                                                                                                                                                                                                             |                              |                                 |                |                          |        |                                                                                                            |
|                                                         |   |   | Copy       | For information about your promotional balances, please contact Customer Service at<br><br>[XXX-XXX-XXXX]<br><br>[Hours of Operation]<br><br>From outside the U.S., Canada and Puerto Rico call collect at [XXX-XXX-XXXX]. | Para obtener información sobre tus saldos promocionales, comunícate con Servicio al Cliente al [XXX-XXX-XXXX]<br><br>[horario de atención]<br><br>Desde fuera de los EE. UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]. |                              |                                 |                |                          |        | Appears if the user has too many promotional balances on file                                              |
| FUSION: NO ACTIVE PROMOTIONAL BALANCES TAKEOVER MESSAGE |   |   |            |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                  |                              |                                 |                |                          |        |                                                                                                            |
| D                                                       | T | M | ELEMENT    | COPY                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                   | ADA                          | ADA (SPANISH)                   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                      |
|                                                         |   |   | Heading    | PROMOTIONAL BALANCES                                                                                                                                                                                                       | SALDOS PROMOCIONALES                                                                                                                                                                                                                             |                              |                                 |                |                          |        |                                                                                                            |
|                                                         |   |   | Copy       | There are no active promotional balances at this time.                                                                                                                                                                     | No hay saldos promocionales activos en este momento.                                                                                                                                                                                             |                              |                                 |                |                          |        | Appears if the user has no active promotional balances on file                                             |
|                                                         |   |   | Link       | View Expired Promotions >                                                                                                                                                                                                  | Ver Promociones Vencidas>                                                                                                                                                                                                                        |                              |                                 |                |                          |        | Appears if the user has no active promotional balances on file, but does have expired promotional balances |

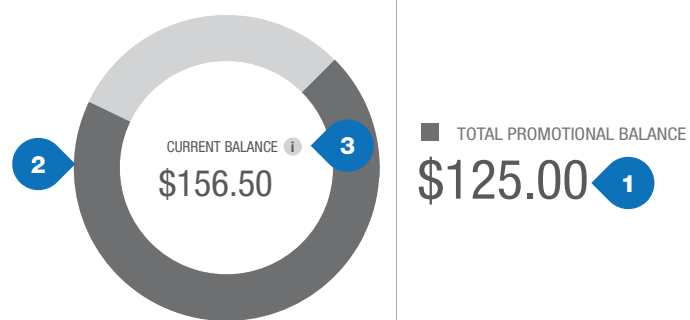


Fusion 7 White Label Standard

# Promotional Balance Details Module

## Promotional Balance

## Promotional Purchase Details



## PROMOTIONAL PURCHASES

EXPIRATION DATE

NOV 15, 2014

4 56 Days Left

PROMOTIONAL BALANCE

\$125.00

No Interest for 3 Months,  
Minimum Payments Required

DEFERRED INTEREST  
\$125.00

PAYMENTS AND OTHER CREDITS  
\$125.00

INTEREST CHARGED  
\$250.00

TRANSACTION DATE  
MAY 08, 2013

MINIMUM PAYMENT DUE  
\$125.00

ORIGINAL TRANSACTION AMOUNT  
\$204.99

— Hide Details 5

## EXPIRED PROMOTIONAL PURCHASES

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed adipiscing elit.

## Page Notes

This is the expanded state of one of the Promotional Balance Details Modules. All Promotional Balances Details are collapsed onLoad. Displays up to the maximum number of promotional balances allowed per requirements. Lists all active promotional balances starting with the one expiring soonest on top. Displays all expired promotions starting with the most recently expired. Once promotions expire they will display on the Promotional detail page until the end of the billing cycle in which the last promotional balance expires. Once the billing cycle in which the promo expires ends, the promo shall not be displayed. Links to this module in the I Want To...module and the Promotional Balance Summary Module will be suppressed after the Expired Promotions have been displayed for the remainder of the billing cycle in which they expire.

Content and interactions are consistent for Medium, Large and Extra Large views. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element                                | Action                                                                 | Notes                                                                                                                                                                        |
|-----|----------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Total Promotional Balance Dynamic Text | None                                                                   | Reflects the total for all active promotional balances                                                                                                                       |
| 2   | Promotional Balance Infographic        | None                                                                   | Infographic displays the Current Balance in base color and the user's Total Promotional Balance in a different color. Content appears on Medium, Large and Extra Large view. |
| 3   | Tooltip                                | onClick opens Current Balance Tooltip                                  |                                                                                                                                                                              |
| 4   | Days Left                              | None                                                                   | Days left is shown only for active promotions. When promotion is moved into the "Expired Area", the Days Left data is hidden.                                                |
| 5   | Hide Details Link                      | onClick displays and hides the full details of the promotional balance | Closed by default.<br>Displays only one drawer at a time.                                                                                                                    |



| Interaction Notes |                               |                                                                               |                                                                                                                                                                                                                                                                                                                                                             |
|-------------------|-------------------------------|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element                       | Action                                                                        | Notes                                                                                                                                                                                                                                                                                                                                                       |
| 6                 | Expired Promotional Purchases | None                                                                          | Conditional Content. Displays all expired promotional balances starting with the most recently expired. Once promotions expire they will display on the Promotional detail page until the end of the billing cycle in which the last promotional balance expires. Once the billing cycle in which the promo expires ends, the promo shall not be displayed. |
| 7                 | Expired Promotion Disclosure  | None                                                                          |                                                                                                                                                                                                                                                                                                                                                             |
| 8                 | “+/-” Link                    | onClick expands and collapses the details of each expired promotional balance | Only one drawer can be open at a time                                                                                                                                                                                                                                                                                                                       |

Wireframe: Promotional Balance Details Module - Expanded, Extra Small View

Promotional Balance

Promotional Purchase Details

TOTAL PROMOTIONAL BALANCE

\$125.00

PROMOTIONAL PURCHASES

EXPIRATION DATE

NOV 15,2014

56 Days Left

PROMOTIONAL BALANCE 1

\$125.00

No Interest for 3 Months,  
Minimum Payments Required

DEFERRED INTEREST

\$125.00

INTEREST CHARGED

\$250.00

MINIMUM PAYMENT DUE

\$125.00

PAYMENTS & OTHER CREDITS

\$125.00

TRANSACTION DATE

MAY 08, 2013

ORIGINAL TRANSACTION AMOUNT

\$204.99

Hide Details

PROMOTIONAL BALANCE 2

\$375.00

No Interest for 12 Months,  
No Payment Required

EXPIRATION DATE

APR 15,2014

215 Days Left

+ Details

PROMOTIONAL BALANCE 3

\$300.00

No Interest for 18 Months,  
No Payment Required

EXPIRATION DATE

AUG 20,2014

315 Days Left

+ Details

View More Promotions

1

EXPIRED PROMOTIONAL PURCHASES

Lorem ipsum dolor sit amet,  
consectetur adipiscing elit, sed.  
[Learn More >](#)

EXPIRED JUN 05, 2014

No Interest for 3 Months,  
Minimum Payments Required

+

Page Notes

Module Type: Informational Module

This is the expanded state of one of the Promotional Balance Details Module. All Promotional Balances Details are collapsed onLoad. Displays up to the maximum number of promotional balances allowed per requirements. Lists all active promotional balances starting with the one expiring soonest on top. Displays all expired promotions starting with the most recently expired. Once promotions expire they will display on the Promotional detail page until the end of the billing cycle in which the last promotional balance expires. Once the billing cycle in which the promo expires ends, the promo shall not be displayed. Links to this module in the I Want To...module and the Promotional Balance Summary Module will be suppressed after the Expired Promotions have been displayed for the remainder of the billing cycle in which they expire.

Content and interactions are consistent for Medium, Large and Extra Large views. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                             | Action                                             | Notes                                                                                  |
|-----|-------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------|
| 1   | View More/View Less Promotions Link | onClick displays up to 5 more Promotional Balances | Conditional content. Only appears if there are more than 3 active promotional balances |

# Wireframe: Promotional Balance Details Module - Expanded (continued), Extra Small View

Learn More >

EXPIRED JUN 05, 2014

No Interest for 3 Months,  
Minimum Payments Required

EXPIRED DEC 12, 2013

No Interest for 3 Months,  
Minimum Payments Required

DEFERRED INTEREST  
\$125.00

INTEREST CHARGED  
\$250.00

MINIMUM PAYMENT DUE  
\$00.00

PAYMENTS & OTHER CREDITS  
\$125.00

TRANSACTION DATE  
MAY 08, 2013

ORIGINAL TRANSACTION AMOUNT  
\$204.99

EXPIRED OCT 06, 2012

No Interest for 3 Months,  
Minimum Payments Required

Page Notes

Module Type: Informational Module

The Promotional Balance infographic does not appear in the Small and Extra Small View. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure.

Copy: Promotional Balance Details Module

| FUSION: PROMOTIONAL BALANCE MODULE – PAGE TITLE |   |   |              |                               |                                   |                                                                                   |                                                                                                                                    |                |                          |        |                                                                        |
|-------------------------------------------------|---|---|--------------|-------------------------------|-----------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------|
| D                                               | T | M | ELEMENT      | COPY                          | COPY (SPANISH)                    | ADA                                                                               | ADA (SPANISH)                                                                                                                      | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                  |
|                                                 |   |   | Heading      | Promotional Balance           | Saldo promocional                 |                                                                                   |                                                                                                                                    |                |                          |        | Implement as page title module                                         |
| FUSION: PROMOTIONAL BALANCE MODULE              |   |   |              |                               |                                   |                                                                                   |                                                                                                                                    |                |                          |        |                                                                        |
| D                                               | T | M | ELEMENT      | COPY                          | COPY (SPANISH)                    | ADA                                                                               | ADA (SPANISH)                                                                                                                      | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                  |
|                                                 |   |   | Heading      | Promotional Purchase Details  | Detalles de la compra promocional |                                                                                   |                                                                                                                                    |                |                          |        |                                                                        |
| 1                                               | 1 |   | Image        | [Current Balance Infographic] |                                   |                                                                                   |                                                                                                                                    |                |                          |        | Note: Infographic does not appear on S and XS breakpoints              |
| 1                                               | 1 |   | Text         | CURRENT BALANCE               | SALDO ACTUAL                      |                                                                                   |                                                                                                                                    |                |                          |        | Note: does not appear on S and XS breakpoints                          |
| 1                                               | 1 |   | Image        | [Tool tip Icon]               |                                   | To open:<br>Open Current Balance tooltip.<br><br>To close:<br>Close this tooltip. | To open:<br>Abre la sugerencia de la herramienta sobre saldo actual.<br><br>To close:<br>Cerrar esta sugerencia de la herramienta. |                |                          |        | Note: Does not appear on S and XS breakpoints                          |
|                                                 |   |   | Dynamic Data | [\$XXXX.XX]                   |                                   |                                                                                   |                                                                                                                                    |                |                          |        |                                                                        |
|                                                 |   |   | Text         | TOTAL PROMOTIONAL BALANCE     | SALDO PROMOCIONAL TOTAL           |                                                                                   |                                                                                                                                    |                |                          |        |                                                                        |
|                                                 |   |   | Dynamic Data | [\$XXXX.XX]                   |                                   |                                                                                   |                                                                                                                                    |                |                          |        |                                                                        |
|                                                 |   |   | Text         | PROMOTIONAL PURCHASES         | COMPRAS PROMOCIONALES             |                                                                                   |                                                                                                                                    |                |                          |        |                                                                        |
|                                                 |   |   | Text         | EXPIRATION DATE               | FECHA DE VENCIMIENTO              |                                                                                   |                                                                                                                                    |                |                          |        | Appears once for each of the user’s promo balances that is not expired |
|                                                 |   |   | Dynamic Data | [MMM DD, YYYY]                |                                   |                                                                                   |                                                                                                                                    |                |                          |        | Appears once for each of the user’s promo balances that is not expired |

Copy: Promotional Balance Details Module

|  |  |  |              |                          |                        |                                 |                                    |  |  |  |                                                                                              |
|--|--|--|--------------|--------------------------|------------------------|---------------------------------|------------------------------------|--|--|--|----------------------------------------------------------------------------------------------|
|  |  |  | Text         | [##] Days Left           | Quedan [##] días       |                                 |                                    |  |  |  | Appears once for each of the user’s promo balances that is not expired                       |
|  |  |  | Text         | PROMOTIONAL BALANCE      | SALDO PROMOCIONAL      |                                 |                                    |  |  |  | Appears once for each of the user’s promo balances that is not expired                       |
|  |  |  | Dynamic Data | [\$XXXX.XX]              |                        |                                 |                                    |  |  |  | Appears once for each of the user’s promo balances that is not expired                       |
|  |  |  | Dynamic Data | [Display Promotion Name] |                        |                                 |                                    |  |  |  | Appears once for each of the user’s promo balances that is not expired                       |
|  |  |  | Link         | + Details                | + Detalles             | Promotional Balance [#] details | Detalles del saldo promocional [#] |  |  |  | Expand Control<br><br>Appears once for each of the user’s promo balances that is not expired |
|  |  |  | Link         | - Details                | - Detalles             | Promotional Balance[#] details  | Detalles del saldo promocional [#] |  |  |  | Collapse Control<br><br>Appears if the user clicks “+ Details”                               |
|  |  |  | Text         | DEFERRED INTEREST        | INTERESES DIFERIDOS    |                                 |                                    |  |  |  | Appears if the user clicks “+ Details”                                                       |
|  |  |  | Dynamic Data | [\$XXXX.XX]              |                        |                                 |                                    |  |  |  | Appears if the user clicks “+ Details”                                                       |
|  |  |  | Text         | INTEREST CHARGED         | INTERESES COBRADOS     |                                 |                                    |  |  |  | Appears if the user clicks “+ Details”                                                       |
|  |  |  | Dynamic Data | [\$XXXX.XX]              |                        |                                 |                                    |  |  |  | Appears if the user clicks “+ Details”                                                       |
|  |  |  | Text         | MINIMUM PAYMENT DUE      | PAGO MÍNIMO ADEUDADO   |                                 |                                    |  |  |  | Appears if the user clicks “+ Details”                                                       |
|  |  |  | Dynamic Data | [\$XXXX.XX]              |                        |                                 |                                    |  |  |  | Appears if the user clicks “+ Details”                                                       |
|  |  |  | Text         | PAYMENTS & OTHER CREDITS | PAGOS Y OTROS CRÉDITOS |                                 |                                    |  |  |  | Appears if the user clicks “+ Details”                                                       |
|  |  |  | Dynamic Data | [\$XXXX.XX]              |                        |                                 |                                    |  |  |  | Appears if the user clicks “+ Details”                                                       |

Copy: Promotional Balance Details Module

|  |  |   |              |                                                |                                                                                   |                       |  |  |  |  |                                                                                                                |
|--|--|---|--------------|------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------|--|--|--|--|----------------------------------------------------------------------------------------------------------------|
|  |  |   | Text         | TRANSACTION DATE                               | FECHA DE LA TRANSACCIÓN                                                           |                       |  |  |  |  | Appears if the user clicks “+ Details”                                                                         |
|  |  |   | Dynamic Data | [\$XXXX.XX]                                    |                                                                                   |                       |  |  |  |  | Appears if the user clicks “+ Details”                                                                         |
|  |  |   | Text         | ORIGINAL TRANSACTION AMOUNT                    | MONTO DE LA TRANSACCIÓN ORIGINAL                                                  |                       |  |  |  |  | Appears if the user clicks “+ Details”                                                                         |
|  |  |   | Dynamic Data | [\$XXXX.XX]                                    |                                                                                   |                       |  |  |  |  | Appears if the user clicks “+ Details”                                                                         |
|  |  | 1 | Link         | <a href="#">View More Promotional Balances</a> | <a href="#">Consultar más saldos promocionales</a>                                |                       |  |  |  |  | Conditional content. This link only appears on S and XS breakpoints.                                           |
|  |  |   | Text         | EXPIRED PROMOTIONAL PURCHASES                  | COMPRAS PROMOCIONALES VENCIDAS                                                    |                       |  |  |  |  | Appears if the user has expired promotions on file                                                             |
|  |  |   |              | Disclosure Text                                | Expired Promotional Balances will not display after the statement they expire in. | (Translation needed.) |  |  |  |  | Pending legal approval                                                                                         |
|  |  |   | Text         | EXPIRATION DATE                                | FECHA DE VENCIMIENTO                                                              |                       |  |  |  |  | Appears at all breakpoints except XS<br><br>Appears once for each of the user’s promo balances that is expired |
|  |  |   | Text         | EXPIRED:                                       | VENCIÓ:                                                                           |                       |  |  |  |  | Appears at XS breakpoint<br><br>Appears once for each of the user’s promo balances that is expired             |



Copy: Promotional Balance Details Module

|  |  |  |              |                                           |                                                  |                                      |                                         |  |  |  |                                                                                              |
|--|--|--|--------------|-------------------------------------------|--------------------------------------------------|--------------------------------------|-----------------------------------------|--|--|--|----------------------------------------------------------------------------------------------|
|  |  |  | Dynamic Data | [MMM DD, YYYY]                            |                                                  |                                      |                                         |  |  |  | Appears once for each of the user's promo balances that is expired                           |
|  |  |  | Text         | DESCRIPTION                               | DESCRIPCIÓN                                      |                                      |                                         |  |  |  | Appears once for each of the user's promo balances that is expired                           |
|  |  |  | Dynamic Data | [Display Promotion Data Payment Required] | Se requiere un pago [mostrar datos de promoción] |                                      |                                         |  |  |  | Appears once for each of the user's promo balances that is expired                           |
|  |  |  | Link         | [Expand Icon]                             |                                                  | Expired Promotional Balance details. | Detalles del Saldo Promocional vencido. |  |  |  | Expand Control<br><br>Appears once for each of the user's promo balances that is not expired |
|  |  |  | Link         | [Collapse Icon]                           |                                                  | Expired Promotional Balance details. | Detalles del Saldo Promocional vencido. |  |  |  | Collapse Control<br><br>Appears if the user clicks the Expand Icon                           |
|  |  |  | Text         | DEFERRED INTEREST                         | INTERESES DIFERIDOS                              |                                      |                                         |  |  |  | Appears if the user clicks the Expand Icon                                                   |
|  |  |  | Dynamic Data | [\$XXXX.XX]                               |                                                  |                                      |                                         |  |  |  | Appears if the user clicks the Expand Icon                                                   |

Copy: Promotional Balance Details Module

|  |  |  |              |                             |                                  |  |  |  |  |  |                                            |
|--|--|--|--------------|-----------------------------|----------------------------------|--|--|--|--|--|--------------------------------------------|
|  |  |  | Text         | INTEREST CHARGED            | INTERESES COBRADOS               |  |  |  |  |  | Appears if the user clicks the Expand Icon |
|  |  |  | Dynamic Data | [\$XXXX.XX]                 |                                  |  |  |  |  |  | Appears if the user clicks the Expand Icon |
|  |  |  | Text         | MINIMUM PAYMENT DUE         | PAGO MÍNIMO ADEUDADO             |  |  |  |  |  | Appears if the user clicks the Expand Icon |
|  |  |  | Dynamic Data | [\$XXXX.XX]                 |                                  |  |  |  |  |  | Appears if the user clicks the Expand Icon |
|  |  |  | Text         | PAYMENTS & OTHER CREDITS    | PAGOS Y OTROS CRÉDITOS           |  |  |  |  |  | Appears if the user clicks the Expand Icon |
|  |  |  | Dynamic Data | [\$XXXX.XX]                 |                                  |  |  |  |  |  | Appears if the user clicks the Expand Icon |
|  |  |  | Text         | TRANSACTION DATE            | FECHA DE LA TRANSACCIÓN          |  |  |  |  |  | Appears if the user clicks the Expand Icon |
|  |  |  | Dynamic Data | [\$XXXX.XX]                 |                                  |  |  |  |  |  | Appears if the user clicks the Expand Icon |
|  |  |  | Text         | ORIGINAL TRANSACTION AMOUNT | MONTO DE LA TRANSACCIÓN ORIGINAL |  |  |  |  |  | Appears if the user clicks the Expand Icon |



Copy: Promotional Balance Details Module

|                                              |   |   |              |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |     |               |                |                          |        |                                                               |
|----------------------------------------------|---|---|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------------------|
|                                              |   |   | Dynamic Data | [\$XXXX.XX]                                                                                                                                                                                                                |                                                                                                                                                                                                                                                 |     |               |                |                          |        | Appears if the user clicks the Expand Icon                    |
| FUSION: PROMOTIONAL BALANCE TAKEOVER MESSAGE |   |   |              |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |     |               |                |                          |        |                                                               |
| D                                            | T | M | ELEMENT      | COPY                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                         |
|                                              |   |   | Heading      | Promotional Purchase Details                                                                                                                                                                                               | Detalles de la compra promocional                                                                                                                                                                                                               |     |               |                |                          |        |                                                               |
|                                              |   |   | Copy         | For information about your promotional balances, please contact Customer Service at<br><br>[XXX-XXX-XXXX]<br><br>[Hours of Operation]<br><br>From outside the U.S., Canada and Puerto Rico call collect at [XXX-XXX-XXXX]. | Para obtener información sobre tus saldos promocionales, comunícate con Servicio al Cliente al [XXX-XXX-XXXX]<br><br>[horario de atención]<br><br>Desde fuera de los EE. UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX] |     |               |                |                          |        | Appears if the user has too many promotional balances on file |

Fusion 7 White Label Standard

# Manage Account Landing Page

Wireframes: Manage Account Landing Page, Large & Extra Small View

Header

Menu

I Want To...

Page Title

Card Selector

Notification

Manage Account Summary

Linked Cards

Service Request

Manage Authorized Users

Help

Download Documents

Contact Us

Language Selector

Footer

Header

Menu Module

Page Title

Card Selector

Notification

Manage Account Summary

Linked Cards

Manage Authorized Users

Download Documents

Service Request

Help

Help

Contact Us

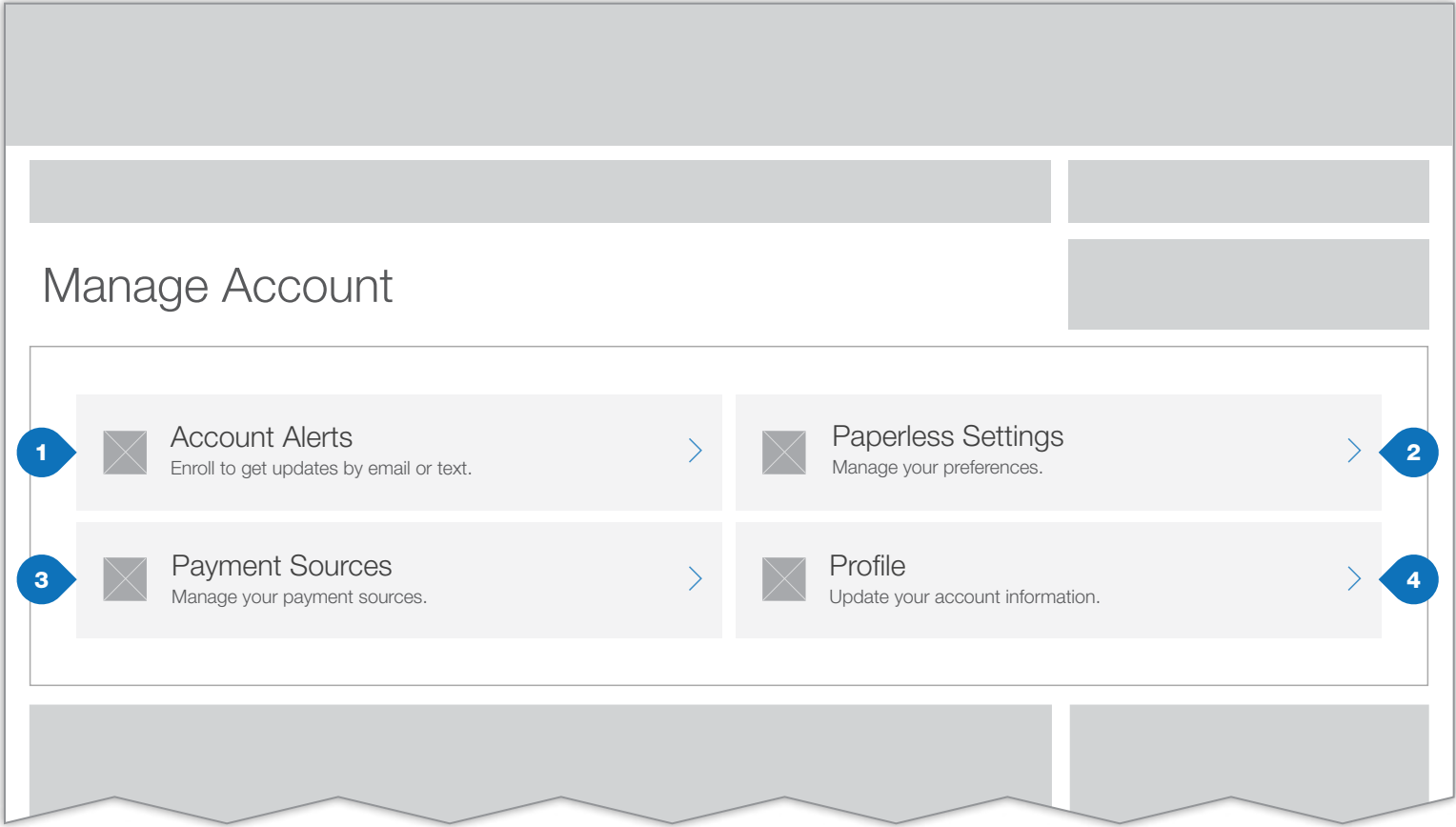
Language Selector

Footer

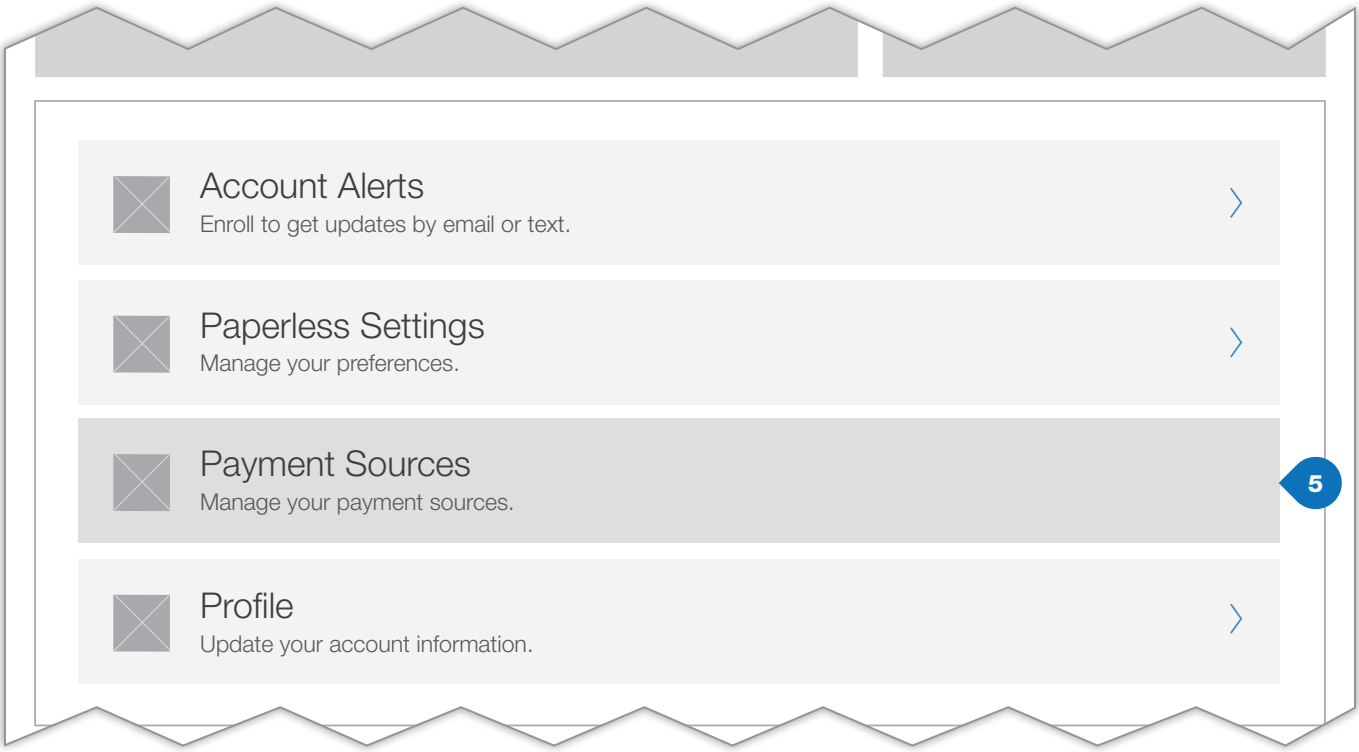
Fusion 7 White Label Standard

# Manage Account Summary Module

Wireframe: Manage Account Summary Module, Large & Medium View



Large View, Manage Account Landing Page



Medium View, Manage Account Landing Page

Page Notes

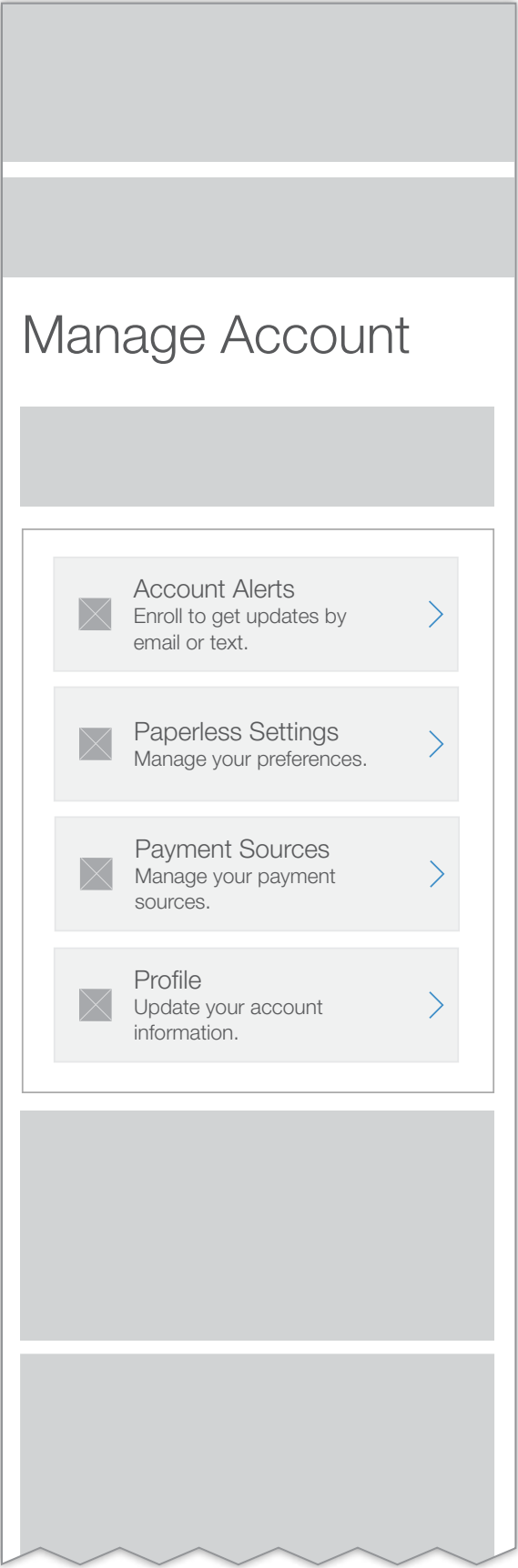
Module Type: Informational Module

This is the Manage Account Summary Module. Refer to notes below for interaction when access is restricted. If access to button(s) is restricted due to account status or user rights, refer to copy for content. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                    | Action                                         | Notes                                                                                                                                                                                                                                                                                          |
|-----|----------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Account Alerts Buttons     | onClick displays Account Alerts module         | Conditional content. Copy varies depending on alerts enrollment status.<br>If not enrolled, see <i>Wireframe: Alerts Module, Large View</i><br>If enrolled, see <i>Wireframe: Alerts Module - Edit Account Alerts, Large View</i>                                                              |
| 2   | Paperless Settings Buttons | onClick displays Paperless Settings module     | Conditional content. Copy varies depending on paperless settings enrollment status.<br>If not enrolled, see <i>Wireframe: Paperless Enrollment, Large View</i><br>If enrolled, see <i>Wireframe: Paperless Settings, Large View</i>                                                            |
| 3   | Payment Sources Buttons    | onClick displays Manage Payment Sources module | Conditional content. Copy varies depending on whether user has a payment source on file.<br>If user has no payment source on file, see <i>Wireframe: Add a Payment Source, Large View</i><br>If user has a payment source(s) on file, see <i>Wireframe: Manage Payment Sources, Large View</i> |
| 4   | Profile Buttons            | onClick displays Profile landing page          | Profile button is enabled regardless of account status.                                                                                                                                                                                                                                        |
| 5   | Disabled Button            | None; disabled buttons are not clickable       | Conditional content. Button is disabled based on account status.                                                                                                                                                                                                                               |

Wireframe: Manage Account Summary Module, Extra Small View



Page Notes

Module Type: Informational Module

This is the Manage Account Summary Module. If access to button(s) is restricted due to account status or user rights, refer to copy for content. Content and interactions are consistent across all breakpoints.



| FUSION: MANAGE ACCOUNT SUMMARY MODULE |   |   |         |                                               |                                                                                |     |               |                |                          |        |                                                                                                      |
|---------------------------------------|---|---|---------|-----------------------------------------------|--------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------|
| D                                     | T | M | ELEMENT | COPY                                          | COPY (SPANISH)                                                                 | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                |
|                                       |   |   | Heading | Account Alerts                                | Mensajes de alerta sobre la cuenta                                             |     |               |                |                          |        |                                                                                                      |
|                                       |   |   | Subhead | Enroll to get updates by email or text.       | Inscríbete para recibir actualizaciones por email o texto.                     |     |               |                |                          |        | Conditional Content: Appears when user has NOT activated alerts.                                     |
|                                       |   |   | Subhead | Manage and add new alerts.                    | Maneja y agrega alertas nuevas.                                                |     |               |                |                          |        | Conditional Content: Appears when user HAS activated alerts.                                         |
|                                       |   |   | Subhead | This service is unavailable at this time.     | Este servicio no está disponible en este momento.                              |     |               |                |                          |        | Conditional: Displayed due to account status restriction.                                            |
|                                       |   |   | Heading | Paperless Settings                            | Configuración del Programa Paperless                                           |     |               |                |                          |        |                                                                                                      |
|                                       |   |   | Subhead | Enroll for easy, clutter-free online access.  | Inscríbete para acceso en línea de manera sencilla y sin acumulación de papel. |     |               |                |                          |        | Conditional: Appears when user has NOT activated paperless options.                                  |
|                                       |   |   | Subhead | Manage your preferences.                      | Maneja tus preferencias                                                        |     |               |                |                          |        | Conditional content: Appears when user is enrolled in Paperless Statements AND/OR Paperless Letters. |
|                                       |   |   | Subhead | This service is unavailable at this time.     | Este servicio no está disponible en este momento.                              |     |               |                |                          |        | Conditional: Displayed due to account status restriction.                                            |
|                                       |   |   | Header  | Payment Sources                               | Fuentes de pago                                                                |     |               |                |                          |        |                                                                                                      |
|                                       |   |   | Subhead | Add a payment source to pay your bill online. | Agrega una fuente de pago y paga tu factura en línea.                          |     |               |                |                          |        | Conditional content that displays when the user has NOT linked Payment Sources.                      |
|                                       |   |   | Subhead | Manage your payment sources.                  | Maneja tus fuentes de pago                                                     |     |               |                |                          |        | Conditional content that displays when user HAS linked 1 or more Payment Sources.                    |
|                                       |   |   | Subhead | This service is unavailable at this time.     | Este servicio no está disponible en este momento.                              |     |               |                |                          |        | Conditional: Displayed due to account status restriction.                                            |
|                                       |   |   | Header  | Profile                                       | Perfil                                                                         |     |               |                |                          |        |                                                                                                      |
|                                       |   |   | Subhead | Update your account information.              | Actualiza la información de tu cuenta                                          |     |               |                |                          |        |                                                                                                      |

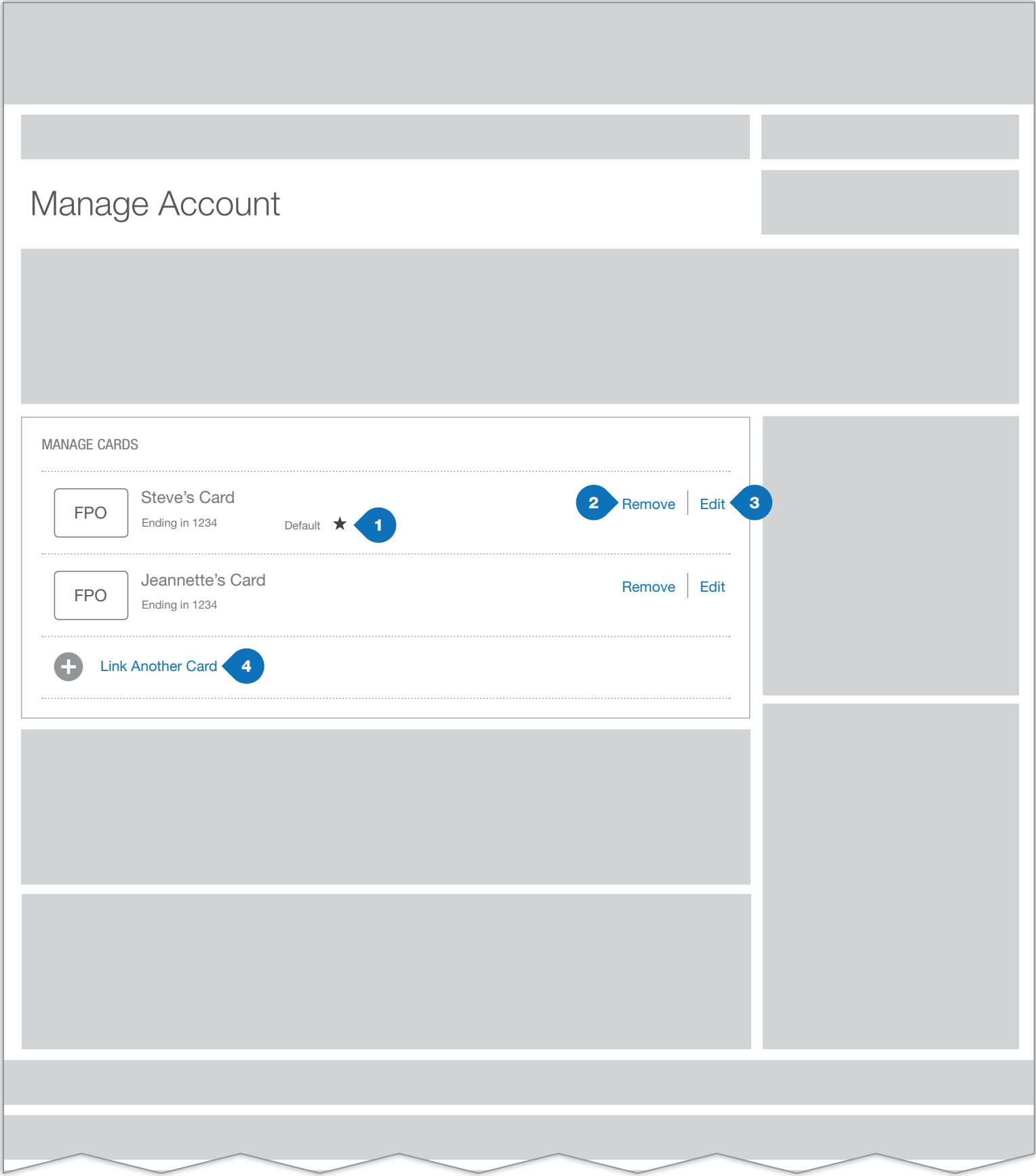
| FUSION: MANAGE ACCOUNT LANDING PAGE – ACCOUNT STATUS TAKEOVER |   |   |          |                                                                                                                                                                                                                                                                                                                                 |                        |     |              |                |                         |        |       |
|---------------------------------------------------------------|---|---|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----|--------------|----------------|-------------------------|--------|-------|
| D                                                             | T | M | ELEMENT  | COPY (CANADIAN ENGLISH)                                                                                                                                                                                                                                                                                                         | COPY (CANADIAN FRENCH) | ADA | ADA (FRENCH) | ERROR MESSAGES | ERROR MESSAGES (FRENCH) | CMS ID | NOTES |
|                                                               |   |   | Headline | You Are Unable to Access this Page                                                                                                                                                                                                                                                                                              | (Translation needed)   |     |              |                |                         |        |       |
|                                                               |   |   | Text     | <p>Due to your account status, this page is not currently available.</p> <p>For additional information, please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | (Translation needed)   |     |              |                |                         |        |       |



Fusion 7 White Label Standard

# Linked Cards Summary Module

# Wireframe: Linked Cards Summary Module, Large View



## Page Notes

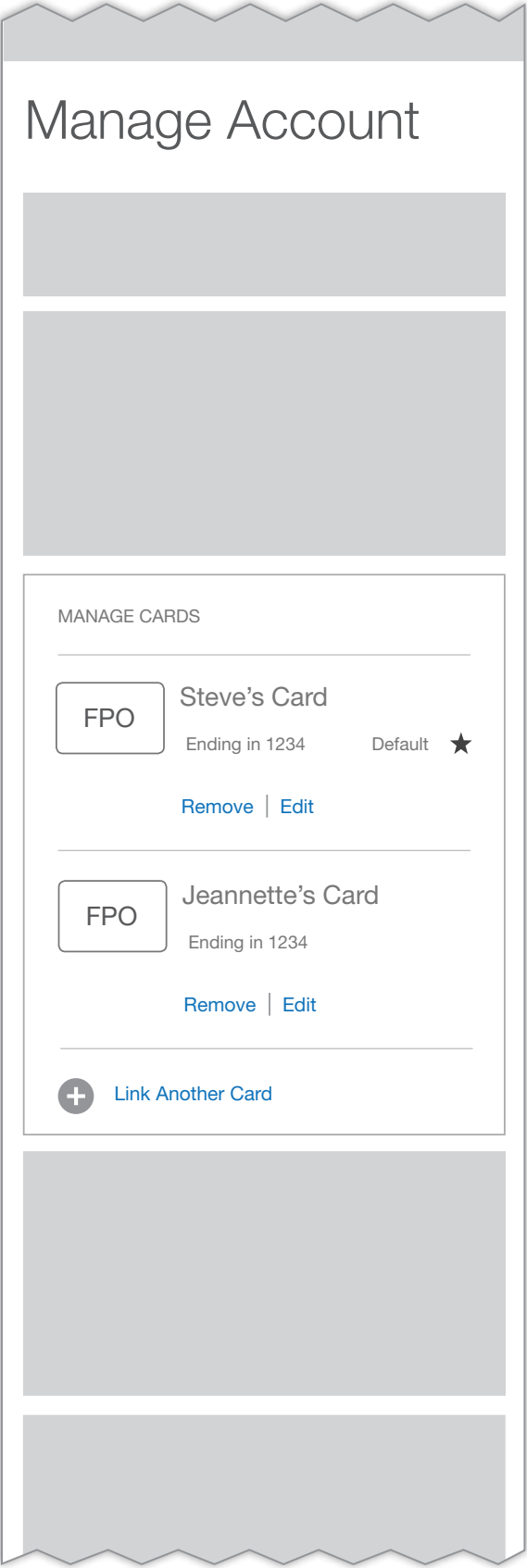
Module Type: Transactional Module

This is the Linked Cards Summary Module. Module does not appear for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this module is restricted, display takeover message and refer to copy for messaging. Content and interactions are consistent across all breakpoints.

## Interaction Notes

| Key | Element                | Action                                                               | Notes                                                                                                                              |
|-----|------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Default Card Indicator | None                                                                 | Indicates the user's default card.                                                                                                 |
| 2   | Remove Link            | onClick displays Remove Card Modal                                   | See Wireframe: User Profile Module - Remove Card Modal, Large View<br>Conditional Content. Not displayed if only one card on file. |
| 3   | Edit Link              | onClick displays edit view of the Manage Linked Cards Summary Module | See Wireframe: User Profile - Edit Card Info, Large View                                                                           |
| 4   | Link Another Card Link | onClick displays Link Another Card Module                            | Link Another Card link is conditional and not displayed if the user.<br>See Wireframe: Link Another Card Module, Large View        |

Wireframe: Linked Cards Summary Module, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Linked Cards Summary Module. Module does not appear for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this module is restricted, display takeover message and refer to copy for messaging. Content and interactions are consistent across all breakpoints.

| FUSION: USER PROFILE – MANAGE CARDS SECTION UPDATES |   |   |                                    |                                                                                                         |                                                                                                                                 |     |               |                |                          |        |                                                                                                                                                                                                                              |
|-----------------------------------------------------|---|---|------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                                   | T | M | ELEMENT                            | COPY                                                                                                    | COPY (SPANISH)                                                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                        |
|                                                     |   |   | Table Header                       | Manage Cards                                                                                            | Manejar tarjetas                                                                                                                |     |               |                |                          |        |                                                                                                                                                                                                                              |
|                                                     |   |   | Module-Level Confirmation Feedback | You’ve successfully updated the nickname for your linked card.                                          | Has actualizado con éxito el apodo para tu tarjeta vinculada.                                                                   |     |               |                |                          |        | CIL error code 000<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if the user updates a linked card and clicks Save, and the action is successful.              |
|                                                     |   |   | Module-Level Error Feedback        | We were unable to update the nickname for your linked card at this time. Please try again later.        | No hemos podido actualizar el apodo para tu tarjeta vinculada en este momento. Inténtalo de nuevo más tarde.                    |     |               |                |                          |        | CIL error code 101, 2001<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if the user updates a linked card and clicks Save, but the action fails on the backend. |
|                                                     |   |   | Module-Level Confirmation Feedback | You’ve successfully removed a linked card from your account.                                            | Has eliminado con éxito una tarjeta vinculada de tu cuenta.                                                                     |     |               |                |                          |        | CIL code “linkedCardRemoved”<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if user removes a linked card                                                       |
|                                                     |   |   | Module-Level Confirmation Feedback | You’ve removed your default card from your account. Your card ending in [XXXX] has been set to default. | Has eliminado tu tarjeta predeterminada de tu cuenta. Tu tarjeta que termina en [XXXX] ha sido establecida como predeterminada. |     |               |                |                          |        | CIL code “defaultCardRemoved”<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if user removes a linked card that is there default                                |

Copy: Linked Cards Summary Module

|                                               |   |   |                                    |                                                                                                                                                                |                                                                                                                                                                             |                                      |                                                   |                |                          |        |                                                                                                                                                                                                                                                       |
|-----------------------------------------------|---|---|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                               |   |   | Module-Level Confirmation Feedback | You’ve successfully removed a linked card from your account. Your online account is now displaying information about your card ending in [XXXX].               | Has eliminado con éxito una tarjeta vinculada de tu cuenta. Tu cuenta en línea ahora muestra información sobre tu tarjeta que termina en [XXXX].                            |                                      |                                                   |                |                          |        | CIL code “currentCardRemoved”<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if user removes a linked card that is currently in the card selector                                        |
|                                               |   |   | Module-Level Confirmation Feedback | You’ve removed your default card from your account. Your online account is now displaying information about your card ending in [XXXX], your new default card. | Has eliminado tu tarjeta predeterminada de tu cuenta. Tu cuenta en línea ahora muestra información sobre tu tarjeta que termina en [XXXX], tu nueva tarjeta predeterminada. |                                      |                                                   |                |                          |        | CIL code “currentDefaultCardRemoved”<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if user removes a linked card that is currently in the card selector, and is also their default card |
|                                               |   |   | Image                              | [Card Logo]                                                                                                                                                    |                                                                                                                                                                             |                                      |                                                   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                                     |
|                                               |   |   | Dynamic Data                       | [Nickname or Standard Product Name]                                                                                                                            |                                                                                                                                                                             |                                      |                                                   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                                     |
|                                               |   |   | Table Header                       | Ending in [XXXX]                                                                                                                                               | Que termina en [XXXX]                                                                                                                                                       |                                      |                                                   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                                     |
|                                               |   |   | Dynamic Data                       | [Active, Inactive], [Default]                                                                                                                                  |                                                                                                                                                                             |                                      |                                                   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                                     |
|                                               |   |   | Button                             | Remove                                                                                                                                                         | Eliminar                                                                                                                                                                    | Remove linked card ending in [XXXX]. | Eliminar tarjeta vinculada que termina en [XXXX]. |                |                          |        | Appears once for each linked card                                                                                                                                                                                                                     |
|                                               |   |   | Button                             | Edit                                                                                                                                                           | Editar                                                                                                                                                                      | Edit linked card ending in [XXXX].   | Editar tarjeta vinculada que termina en [XXXX].   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                                     |
|                                               |   |   | Link                               | Link Another Card                                                                                                                                              | Vincular otra tarjeta                                                                                                                                                       |                                      |                                                   |                |                          |        |                                                                                                                                                                                                                                                       |
| FUSION: USER PROFILE MANAGE CARDS, EDIT STATE |   |   |                                    |                                                                                                                                                                |                                                                                                                                                                             |                                      |                                                   |                |                          |        |                                                                                                                                                                                                                                                       |
| D                                             | T | M | ELEMENT                            | COPY                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                              | ADA                                  | ADA (SPANISH)                                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                                                 |
|                                               |   |   | Image                              | [Card Logo]                                                                                                                                                    |                                                                                                                                                                             |                                      |                                                   |                |                          |        |                                                                                                                                                                                                                                                       |

|  |  |  |              |                                     |                                        |                                                 |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |
|--|--|--|--------------|-------------------------------------|----------------------------------------|-------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------|
|  |  |  | Field Label  | Card Nickname                       | Apodo de la tarjeta                    |                                                 |                                                                | Client-side Error:<br><br>If special characters, or more than 11 chars:<br><br>Your Card Nickname must be less than 11 characters, and must not include spaces or certain special characters. Please choose a different Nickname.<br><br>Server-side Error ((CIL 101, 5079):):<br><br>If nickname matches an existing nickname:<br><br>You used this Nickname for another card. Please use a different Nickname for each card. | Client-side Error:<br><br>If special characters, or more than 11 chars:<br><br>El Apodo de tu Tarjeta debe tener menos de 11 caracteres y no debe incluir espacios ni ciertos caracteres especiales. Elige un Apodo diferente.<br><br>Server-side Error:<br><br>If nickname matches an existing nickname:<br><br>Has utilizado este Apodo para otra tarjeta. Por favor, utiliza un Apodo diferente para cada tarjeta. |  |                                                                 |
|  |  |  | Field        | [Nickname or Standard Product Name] |                                        |                                                 |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |
|  |  |  | Dynamic Data | Ending in [XXXX]                    | que termina en [XXXX]                  |                                                 |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |
|  |  |  | Checkbox     | Set as default card                 | Establecer como tarjeta predeterminada |                                                 |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Appears if the card is not currently set as the default account |
|  |  |  | Button       | Save                                | Guardar                                | Save linked card ending in [XXXX].              | Guardar tarjeta vinculada que termina en [XXXX].               |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |
|  |  |  | Button       | Cancel                              | Cancelar                               | Cancel changes to linked card ending in [XXXX]. | Cancelar cambios a la tarjeta vinculada que termina en [XXXX]. |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |



Copy: Linked Cards Summary Module

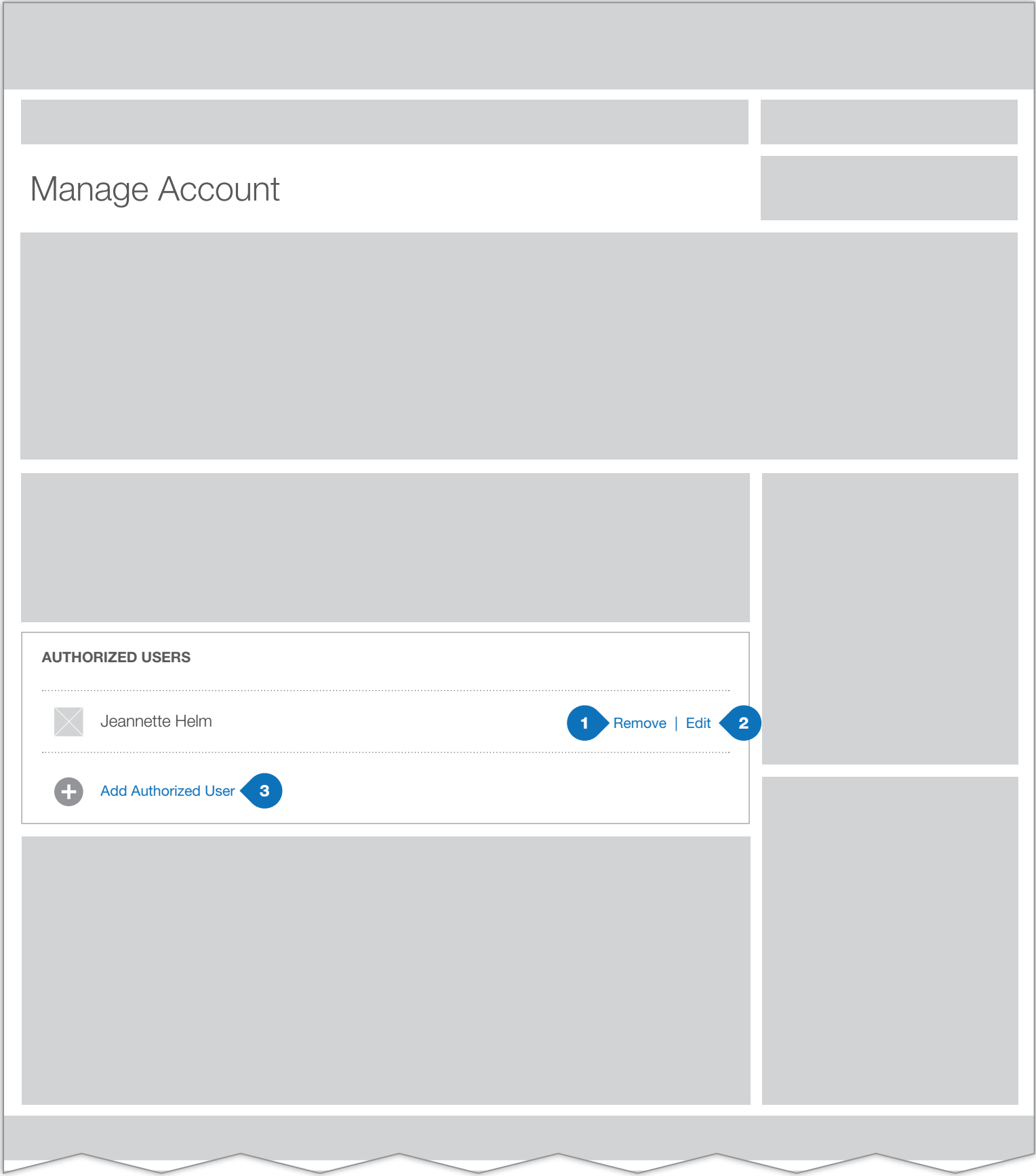
| FUSION: USER PROFILE MANAGE CARDS, DELETE MODAL               |   |   |                    |                                                                              |                                                                                           |                              |                                                  |                |                          |        |                                                                                                                        |
|---------------------------------------------------------------|---|---|--------------------|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------|--------------------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------|
| D                                                             | T | M | ELEMENT            | COPY                                                                         | COPY (SPANISH)                                                                            | ADA                          | ADA (SPANISH)                                    | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                  |
|                                                               |   |   | Text               | Are you sure you want to remove this linked card?                            | ¿Estás seguro de que deseas eliminar esta tarjeta vinculada?                              |                              |                                                  |                |                          |        |                                                                                                                        |
|                                                               |   |   | Dynamic Data       | [Card Nickname or Default]                                                   |                                                                                           |                              |                                                  |                |                          |        |                                                                                                                        |
|                                                               |   |   | Button (Primary)   | Cancel                                                                       | Cancelar                                                                                  | Cancel removing linked card. | Cancelar la eliminación de la tarjeta vinculada. |                |                          |        |                                                                                                                        |
|                                                               |   |   | Button (Secondary) | Remove                                                                       | Eliminar                                                                                  | Remove linked card.          | Eliminar tarjeta vinculada.                      |                |                          |        |                                                                                                                        |
| FUSION: USER PROFILE MANAGE CARDS, TAKEOVER STATE FOR DRAWERS |   |   |                    |                                                                              |                                                                                           |                              |                                                  |                |                          |        |                                                                                                                        |
| D                                                             | T | M | ELEMENT            | COPY                                                                         | COPY (SPANISH)                                                                            | ADA                          | ADA (SPANISH)                                    | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                  |
|                                                               |   |   | Dynamic Copy       | Due to your account status, you cannot access this information at this time. | Debido a la condición de tu cuenta, no puedes acceder a esta información en este momento. |                              |                                                  |                |                          |        | CIL error code 103, 5095<br><br>Message appears if the user's account status bars them from updating this information. |

Fusion 7 White Label Standard

# Manage Authorized Users Module



Wireframe: Manage Authorized Users Module, Large View



Page Notes

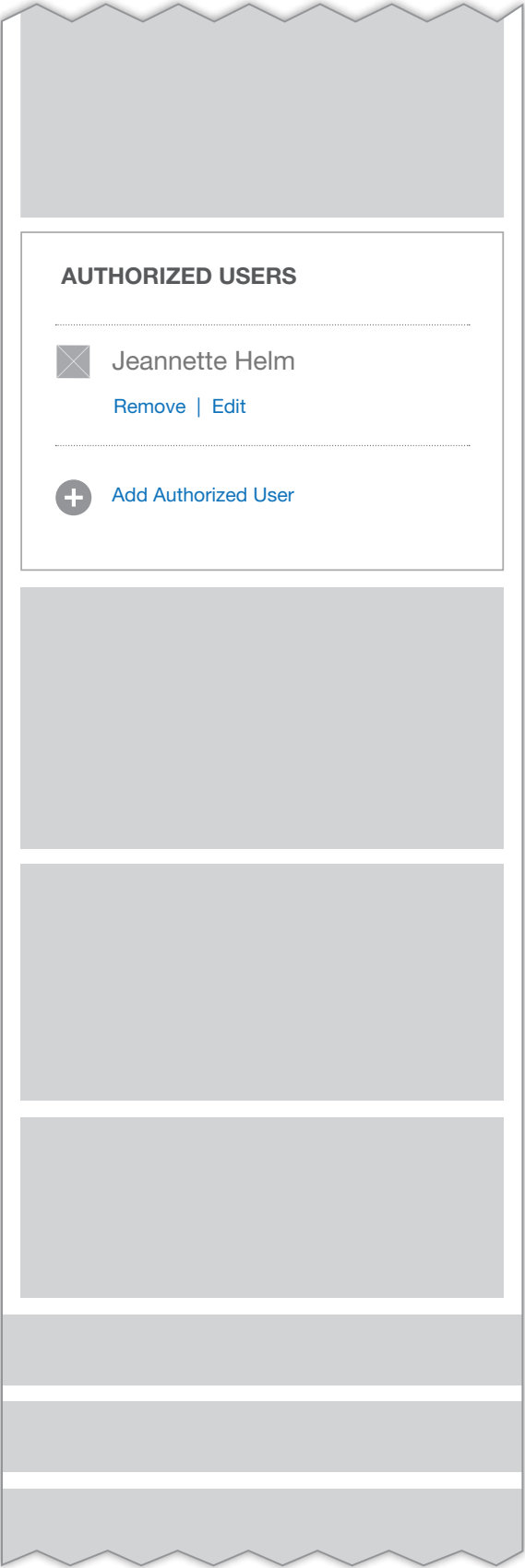
Module Type: Transactional Module

This is the Manage Authorized Users Module. Module can be accessed only by primary user and does not appear for authorized users. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

Interaction Notes

| Key | Element                  | Action                                                       | Notes                                                                                                                                 |
|-----|--------------------------|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Remove Link              | onClick displays Remove Authorized Users Modal               | See Wireframe: Remove Authorized Users Modal, Large View                                                                              |
| 2   | Edit Link                | onClick displays Edit view of Manage Authorized Users Module | See Wireframe: Manage Authorized Users Module - Edit, Large View                                                                      |
| 3   | Add Authorized User Link | onClick displays Add Authorized Users Process Page           | See Wireframe: Add Authorized Users Module, Large View<br>If there are no Authorized Users, only display "Add Authorized User" Button |

# Wireframe: Manage Authorized Users Module, Extra Small View



## Page Notes

Module Type: Transactional Module

This is the Manage Authorized Users Module. Module can be accessed only by primary user and does not appear for authorized users. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

Wireframe: Manage Authorized Users Module - Edit, Large View

Manage Account

AUTHORIZED USERS

First Name

Jeannette

Middle Initial (Optional)

O

Last Name

Helm

Please note that issued cards will be mailed to:

[Primary Cardholder Name]

211 South Congress, Apt 205

Austin, TX

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam.

Cancel

Save

Page Notes

Module Type: Transactional Module

This is the Edit view of the Manage Authorized Users Module. This module can be accessed only by the primary user. Display ‘Unsaved Changes Modal’ if user has interacted with the form and attempts to navigate away from this page; this behavior is exclusive to the Edit view. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

Interaction Notes

| Key | Element       | Action                                                                                                                                              | Notes                                                                                               |
|-----|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 1   | Form Field    | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error | Dynamic content. Pre-populates fields with authorized user’s information.                           |
| 2   | Address Text  | None                                                                                                                                                | Conditional content. If user has been issued a card, refer to copy for content.                     |
| 3   | Cancel Button | onClick cancels changes and displays the default state of the Default view of the Manage Authorized Users Module                                    | See Wireframe: Manage Authorized Users Module, Large View                                           |
| 4   | Save Button   | onClick validates entry; if an error is found, a form field error is displayed. Otherwise, submits data and displays confirmation                   | See Wireframe: Manage Authorized Users Module, Large View with section level message - confirmation |

## Wireframe: Manage Authorized Users Module - Edit, Extra Small View

AUTHORIZED USERS

FIRST NAME

Jeannette

MIDDLE INITIAL (OPTIONAL)

O

LAST NAME

Helm

Please note that issued cards will  
be mailed to:

[Primary Cardholder Name]  
211 South Congress  
Austin, TX ●●●●

Sed ut perspiciatis unde omnis iste  
natus error sit voluptatem accusantium  
doloremque laudantium, totam rem  
aperiam.

Save

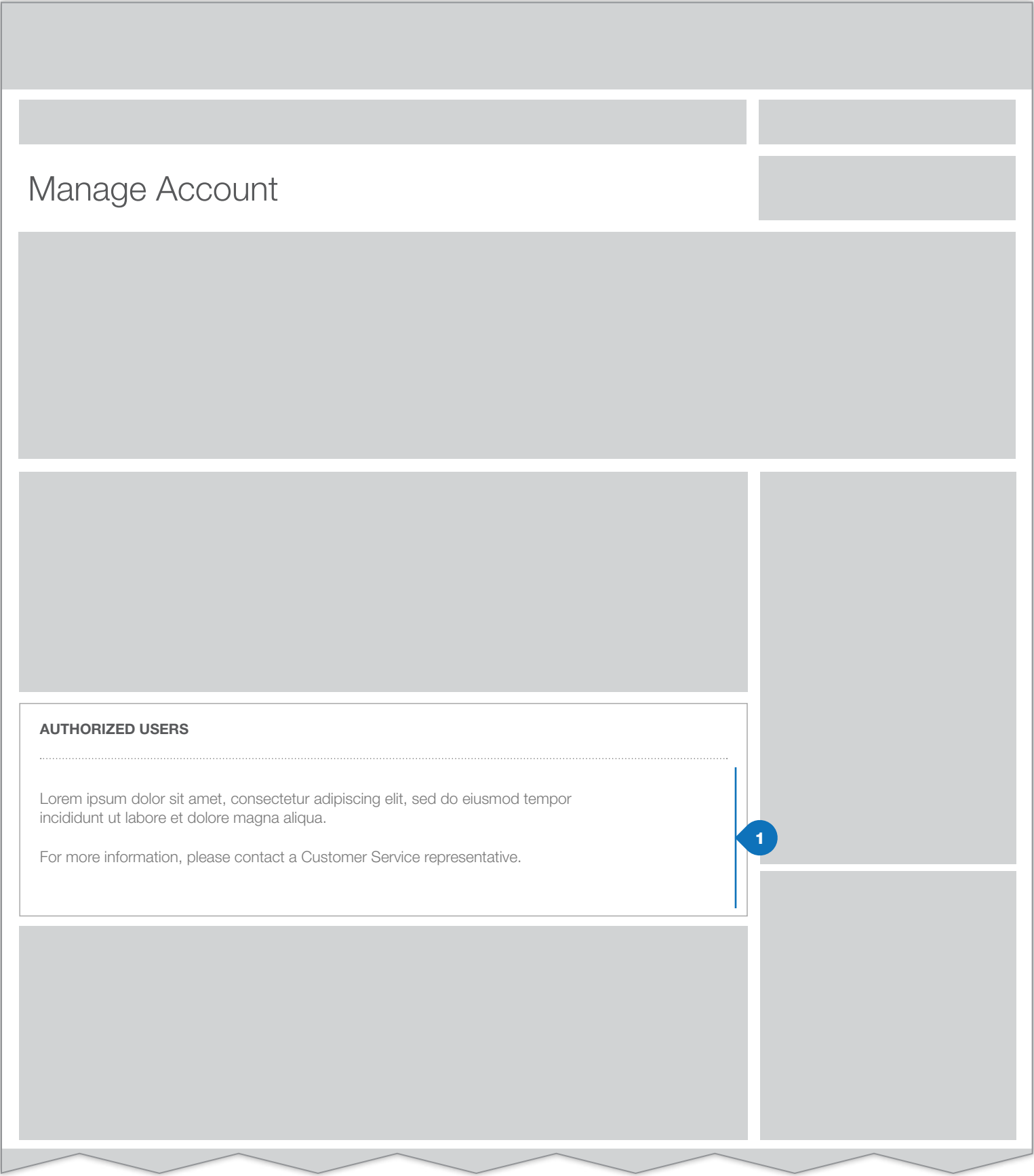
Cancel

## Page Notes

Module Type: Transactional Module

This is the Edit view of the Manage Authorized Users Module. This module can be accessed only by the primary user. Display 'Unsaved Changes Modal' if user has interacted with the form and attempts to navigate away from this page; this behavior is exclusive to the Edit view only. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

Wireframe: Manage Authorized Users Module - Takeover, Large View



Page Notes

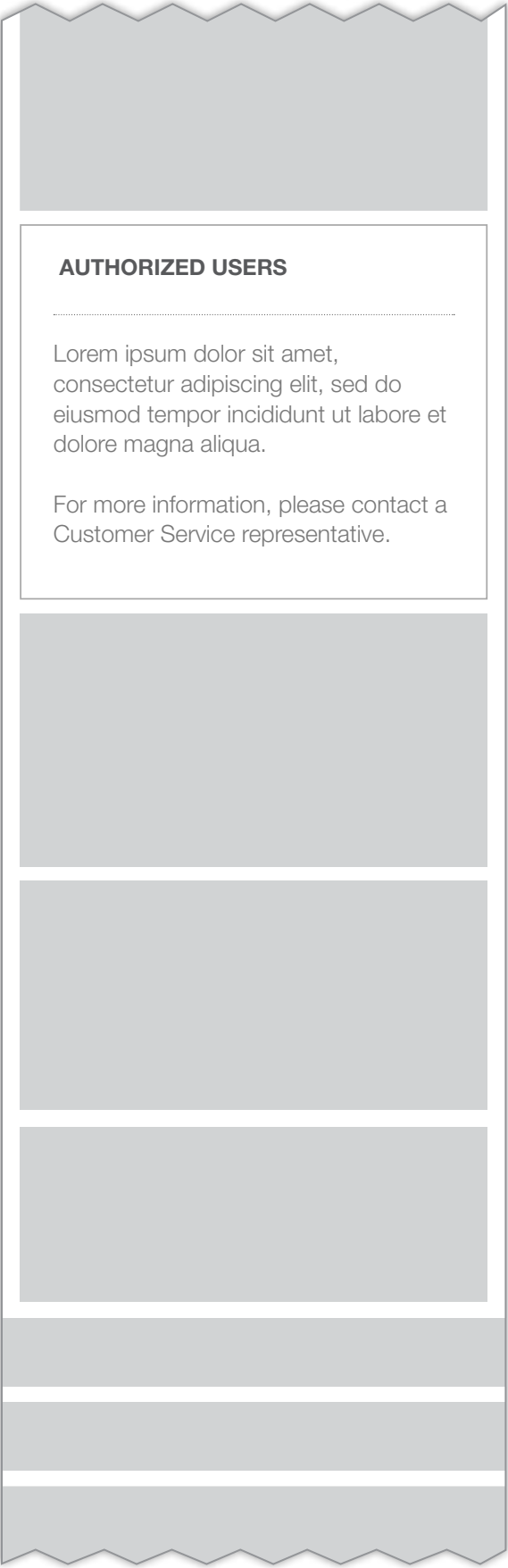
Module Type: Transactional Module

This is the Takeover view of the Manage Authorized Users Module. This module can be accessed only by the primary user. Content and interactions are consistent across all breakpoints. If access to the information in this module is restricted, display takeover message and refer to copy for messaging. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element      | Action | Notes                                                  |
|-----|--------------|--------|--------------------------------------------------------|
| 1   | Dynamic Text | None   | Dynamic content. Text varies based on takeover reason. |

# Wireframe: Manage Authorized Users Module Takeover, Extra Small View



## Page Notes

Module Type: Transactional Module

This is the Takeover view of the Manage Authorized Users Module. This module can be accessed only by the primary user. Content and interactions are consistent across all breakpoints. If access to the information in this module is restricted, display takeover message and refer to copy for messaging. If the module fails to load, displays Module Failure.



| FUSION: MANAGE AUTHORIZED USERS |   |   |                                    |                                                                                                          |                                                                                                                                    |     |               |                |                          |        |                                                                                                                                                                                                                  |
|---------------------------------|---|---|------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                               | T | M | ELEMENT                            | COPY                                                                                                     | COPY (SPANISH)                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                            |
|                                 |   |   | Header                             | AUTHORIZED USERS                                                                                         | USUARIOS AUTORIZADOS                                                                                                               |     |               |                |                          |        |                                                                                                                                                                                                                  |
|                                 |   |   | Module-Level Confirmation Feedback | You have successfully removed an authorized user.                                                        | Has eliminado con éxito un usuario autorizado.                                                                                     |     |               |                |                          |        | <p>CIL error code 000, “remove_auth_success”</p> <p>Appears as Section-Level Confirmation Message in Card Profile Module on Profile page.</p> <p>Appears if the user removes an authorized user successfully</p> |
|                                 |   |   | Module-Level Account Feedback      | Due to a recent address change, you cannot edit an Authorized User at this time. Please try again later. | Debido a un reciente cambio de dirección, no puedes modificar un Usuario Autorizado en este momento. Inténtalo de nuevo más tarde. |     |               |                |                          |        | <p>Conditional: Appears if user selects “Edit” and has recently changed address.</p> <p>Conditional: Section-Level Account Feedback in Card Profile.</p> <p>CIL error code 102, 5098.</p>                        |
|                                 |   |   | Module-Level Account Feedback      | Due to a recent address change, you cannot add an Authorized User at this time. Please try again later.  | Debido a un reciente cambio de dirección, no puedes agregar un Usuario Autorizado en este momento. Inténtalo de nuevo más tarde.   |     |               |                |                          |        | <p>Conditional: Appears if user selects “Add” and has recently changed address.</p> <p>Conditional: Section-Level Account Feedback in Card Profile.</p>                                                          |
|                                 |   |   | Module-Level Confirmation Feedback | You have successfully edited an authorized user.                                                         | Has actualizado con éxito un usuario autorizado.                                                                                   |     |               |                |                          |        | <p>Appears as Section-Level Confirmation Message in Card Profile Module on Profile page.</p> <p>Appears if the user saves changes successfully</p>                                                               |
|                                 |   |   | Image                              | [User Icon]                                                                                              | [User Icon]                                                                                                                        |     |               |                |                          |        |                                                                                                                                                                                                                  |
|                                 |   |   | Dynamic Data                       | [FirstName MiddleInitial LastName]                                                                       | [FirstName MiddleInitial LastName]                                                                                                 |     |               |                |                          |        | <p>Appears once for each authorized user on file.</p> <p>Conditional: Middle Initial if one on file. Optional field.</p>                                                                                         |

Copy: Manage Authorized Users Module

|                                      |   |   |         |                                                                                                                                                                                                                                                                 |                                                                 |                                                       |                                                 |                |                          |        |                                                                                    |
|--------------------------------------|---|---|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------|-------------------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------|
|                                      |   |   | Link    | Remove                                                                                                                                                                                                                                                          | Eliminar                                                        | Remove this user, [FirstName MiddleInitial LastName]. | Eliminar a este usuario, [FirstName LastName].  |                |                          |        |                                                                                    |
|                                      |   |   | Link    | Edit                                                                                                                                                                                                                                                            | Editar                                                          | Edit this user, [FirstName MiddleInitial LastName].   | (Translation needed.)                           |                |                          |        |                                                                                    |
|                                      |   |   | Image   | [Add Icon]                                                                                                                                                                                                                                                      | [Add Icon]                                                      |                                                       |                                                 |                |                          |        |                                                                                    |
|                                      |   |   | Link    | Add Authorized User                                                                                                                                                                                                                                             | Agregar Usuario Autorizado                                      |                                                       |                                                 |                |                          |        | Appears if the user has not met or exceeded the maximum number of authorized users |
| FUSION: REMOVE AUTHORIZED USER MODAL |   |   |         |                                                                                                                                                                                                                                                                 |                                                                 |                                                       |                                                 |                |                          |        |                                                                                    |
| D                                    | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                            | COPY (SPANISH)                                                  | ADA                                                   | ADA (SPANISH)                                   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                              |
|                                      |   |   | Header  | Are you sure you want to remove this authorized user?                                                                                                                                                                                                           | ¿Estás seguro de que deseas eliminar a este usuario autorizado? |                                                       |                                                 |                |                          |        |                                                                                    |
|                                      |   |   | Copy    | [FirstName LastName] will be removed from this account, and his or her card will no longer be active. After completing the removal, make sure you collect the credit card from the authorized user. [A confirmation message will be sent to [user@domain.com]]. | (Translation needed.)                                           |                                                       |                                                 |                |                          |        | Confirmation message copy appears if the user has an email address on file.        |
|                                      |   |   | Link    | Remove                                                                                                                                                                                                                                                          | Eliminar                                                        | Remove authorized user.                               | Eliminar usuario autorizado.                    |                |                          |        |                                                                                    |
|                                      |   |   | Link    | Cancel                                                                                                                                                                                                                                                          | Cancelar                                                        | Cancel removing authorized user.                      | Cancelar la eliminación del usuario autorizado. |                |                          |        |                                                                                    |



| FUSION: EDIT AUTHORIZED USER |   |   |                 |                                                                                       |                                                                   |     |               |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                |        |                                                  |
|------------------------------|---|---|-----------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------|
| D                            | T | M | ELEMENT         | COPY                                                                                  | COPY (SPANISH)                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                  | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                       | CMS ID | NOTES                                            |
|                              |   |   | Header          | AUTHORIZED USERS                                                                      | USUARIOS AUTORIZADOS                                              |     |               |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                |        |                                                  |
|                              |   |   | Field Label     | First Name                                                                            | Nombre                                                            |     |               | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Please re-enter the Authorized User's First Name without using numbers or certain special characters.<br><br>If blank:<br><br>Please enter the Authorized User's First Name. | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Vuelve a ingresar el Nombre del Usuario Autorizado sin usar números ni ciertos caracteres especiales.<br><br>If blank:<br><br>Ingresa el Nombre del Usuario Autorizado.     |        | Field is prepopulated with existing information. |
|                              |   |   | Field Label     | Middle Initial (Optional)                                                             | Inicial del segundo nombre (opcional)                             |     |               | Client-side Errors (Field Level):<br><br>If user enters special characters or numbers:<br><br>Please re-enter the Middle Initial using letters only or leave blank.                                                                                             | Client-side Errors (Field Level):<br><br>If user enters special characters or numbers:<br><br>Vuelve a ingresar la inicial del segundo nombre utilizando letras únicamente o deja este campo en blanco.                                                        |        | Field is prepopulated with existing information. |
|                              |   |   | Field Label     | Last Name                                                                             | Apellido                                                          |     |               | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Please re-enter the Authorized User's Last Name without using numbers or certain special characters.<br><br>If blank:<br><br>Please enter the Authorized User's Last Name.   | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Vuelve a ingresar el Apellido del Usuario Autorizado sin usar números ni ciertos caracteres especiales.<br><br>If blank:<br><br>Ingresa el Apellido del Usuario Autorizado. |        | Field is prepopulated with existing information. |
|                              |   |   | Text            | Please note that issued cards will be mailed to:                                      | Ten en cuenta que las tarjetas emitidas se enviarán por correo a: |     |               |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                |        | Conditional: If user has NOT been issued a card. |
|                              |   |   | Dynamic Content | [Primary Cardholder First, Last Name]<br>[Address][, Apt. #]<br>[City], [State] [ZIP] |                                                                   |     |               |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                |        | Conditional: If user has NOT been issued a card. |

Copy: Manage Authorized Users Module

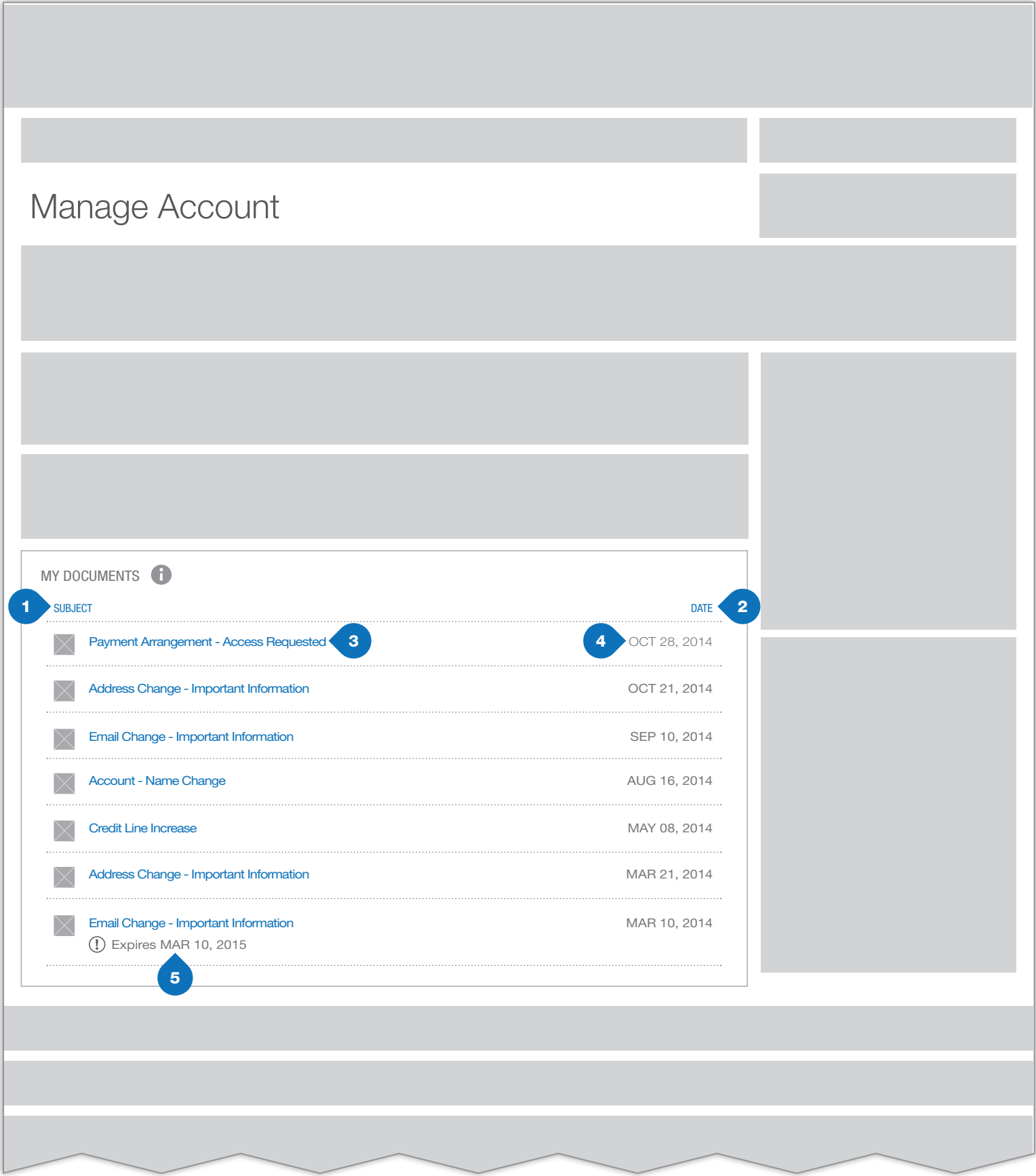
|  |  |  |                  |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                 |                                   |                                                |  |  |  |                                                                                        |
|--|--|--|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|------------------------------------------------|--|--|--|----------------------------------------------------------------------------------------|
|  |  |  | Text             | <p>If this address is not current, please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p>                                        | <p>Si la dirección no está actualizada, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p>                                                             |                                   |                                                |  |  |  |                                                                                        |
|  |  |  | Conditional Copy | <p>You must have an address on file to issue this Authorized User a card. Please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>Debes tener una dirección registrada para que se le emita una tarjeta a este Usuario Autorizado. Comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |                                   |                                                |  |  |  | Conditional: Appears in place of address if the user does not have an address on file. |
|  |  |  | Primary Button   | Save                                                                                                                                                                                                                                                                                              | Guardar                                                                                                                                                                                                                                                                                                                                                         | Save updates to authorized user.  | Guardar actualizaciones de usuario autorizado. |  |  |  |                                                                                        |
|  |  |  | Secondary Button | Cancel                                                                                                                                                                                                                                                                                            | Cancelar                                                                                                                                                                                                                                                                                                                                                        | Cancel update to authorized user. | Cancelar actualización de usuario autorizado.  |  |  |  |                                                                                        |

| FUSION: TAKEOVER STATE – ACCOUNT STATUS |   |   |              |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                   |     |               |                |                          |        |                                                                                                                                            |
|-----------------------------------------|---|---|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------|
| D                                       | T | M | ELEMENT      | COPY                                                                                                                                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                      |
|                                         |   |   | Dynamic Copy | <p>Due to your account status, you cannot manage Authorized Users at this time.</p> <p>For additional information, please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>Debido al estatus de tu cuenta, no puedes manejar Usuarios Autorizados en este momento.</p> <p>Para obtener información adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |     |               |                |                          |        | <p>CIL error code 5099, 5100, 5107, 5108</p> <p>Message appears if the user's account status bars them from updating this information.</p> |

Fusion 7 White Label Standard

# Download Document Module

Wireframe: Download Document Module, Large View



Page Notes

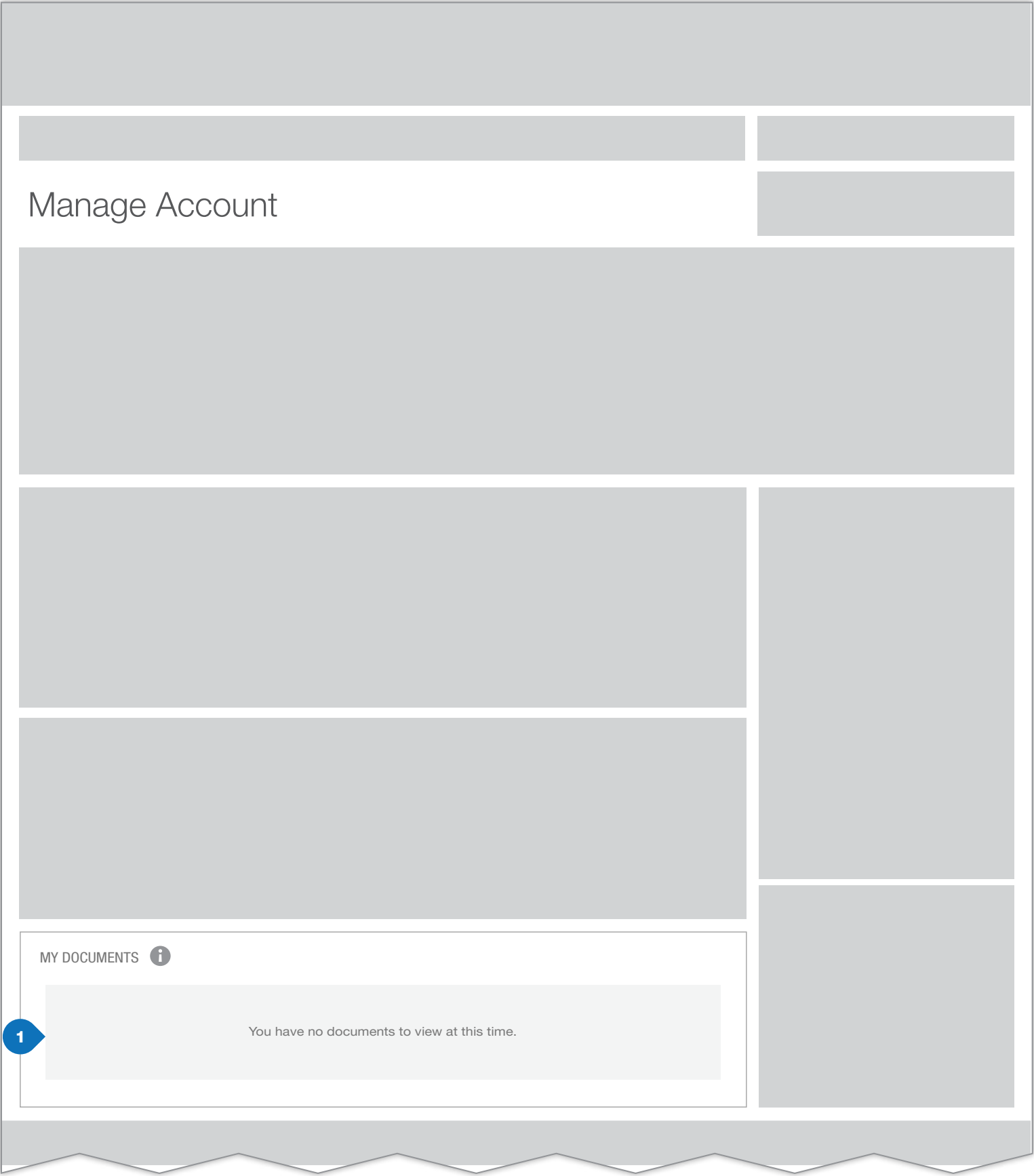
Module Type: Informational Module

This is the Download Document Module. If there are no documents, display takeover message and refer to copy for messaging. For Medium, Large & Extra Large views, there is no limit to the number of documents shown onLoad. Content and interactions are consistent across Medium, Large and Extra Large breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                | Action                                                                                     | Notes                                                                                                                                                      |
|-----|------------------------|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Subject Sort Link      | onClick sorts list by subject in alphabetical order, click again will reverse the order    |                                                                                                                                                            |
| 2   | Date Sort Link         | onClick sorts list by date, click again will reverse the order                             | onLoad displays the most recent/newest document on top.                                                                                                    |
| 3   | Download Document Link | onClick downloads the selected document in PDF format based on the user's browser settings |                                                                                                                                                            |
| 4   | Date Received Text     | None                                                                                       | Displays the date that the document was posted.                                                                                                            |
| 5   | Expires Soon Text      | None                                                                                       | Documents are only available for 12 months past their received date.<br><br>Conditional content. Displays if document will expire within the next 30 days. |

Wireframe: Download Document Module - No Documents, Large View



Page Notes

Module Type: Informational Module

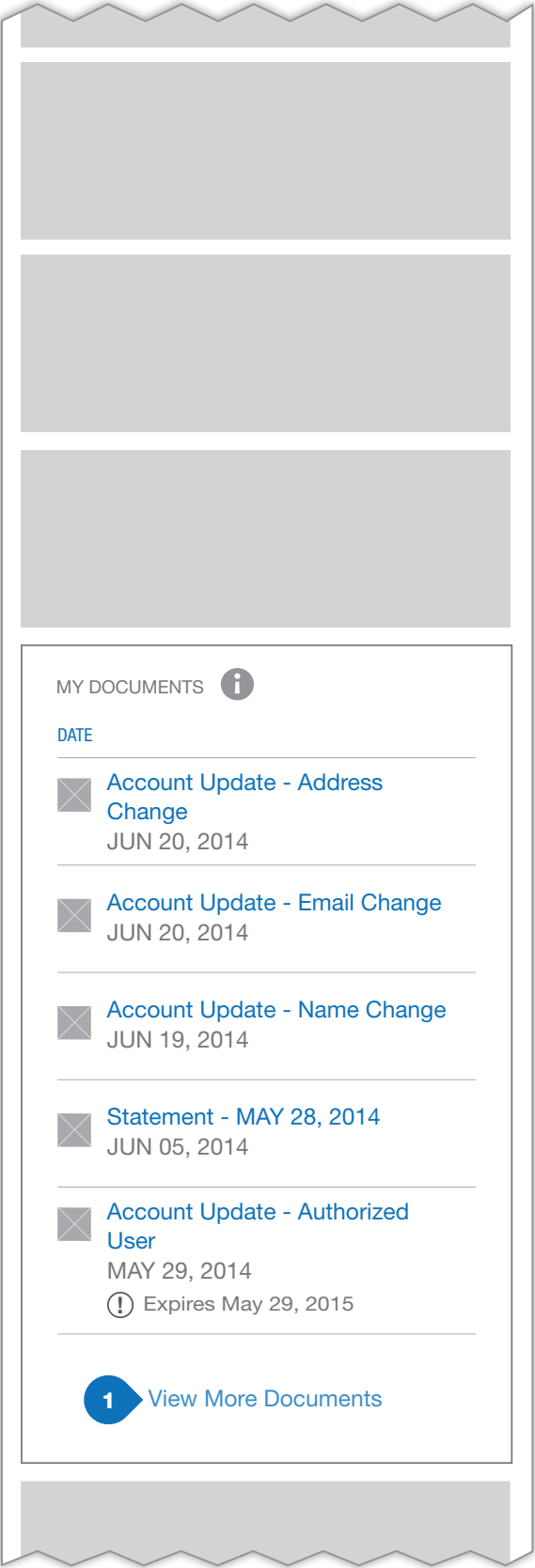
This is the takeover view of the Download Document Module for when there are no documents available. Refer to copy for messaging. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

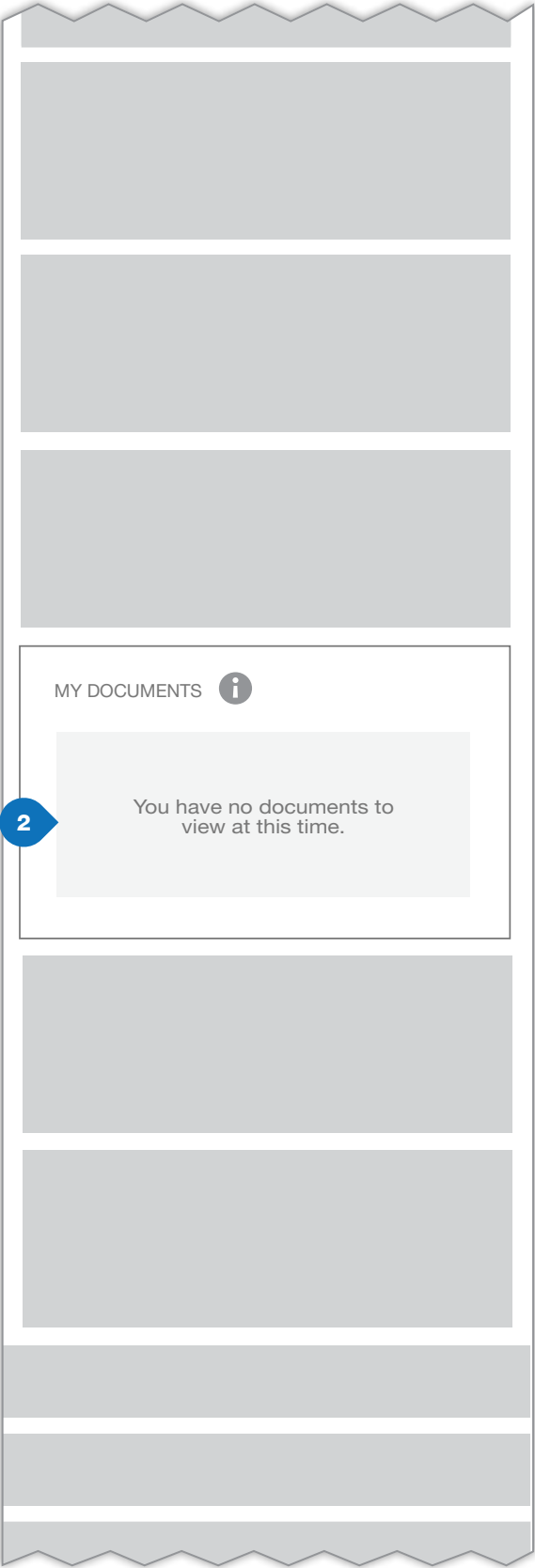
| Key | Element       | Action | Notes                                                                                |
|-----|---------------|--------|--------------------------------------------------------------------------------------|
| 1   | Takeover Text | None   | Conditional content. Displays takeover message when there are no documents available |



Wireframe: Download Document Module, Extra Small View



Extra Small View



Extra Small View - No Documents

Page Notes

Module Type: Informational Module

This is the takeover view of the Download Document Module for when there are no documents available. For Small & Extra Small views, only 5 documents are shown onLoad. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                  | Action                                        | Notes                                                                   |
|-----|--------------------------|-----------------------------------------------|-------------------------------------------------------------------------|
| 1   | View More Documents Link | onClick displays next 5 most recent documents | Conditional content. Appears only if there are additional documents     |
| 2   | Takeover Text            | None                                          | Conditional content. Appears only when there are no documents available |

Copy: Download Document Module

| FUSION: DOWNLOAD DOCUMENTS MODULE |   |   |                   |                                             |                                                |               |                                        |                |                          |        |                                                                                                 |
|-----------------------------------|---|---|-------------------|---------------------------------------------|------------------------------------------------|---------------|----------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------|
| D                                 | T | M | ELEMENT           | COPY                                        | COPY (SPANISH)                                 | ADA           | ADA (SPANISH)                          | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                           |
|                                   |   |   | Heading           | MY DOCUMENTS                                | MIS DOCUMENTOS                                 |               |                                        |                |                          |        |                                                                                                 |
|                                   |   |   | Link              | [Tooltip Icon]                              |                                                | Open tooltip. | Abrir la sugerencia de la herramienta. |                |                          |        |                                                                                                 |
|                                   |   |   | Column Header     | SUBJECT                                     | ASUNTO                                         |               |                                        |                |                          |        |                                                                                                 |
|                                   |   |   | Field/Link        | [PDF Icon]                                  | [PDF Icon]                                     |               |                                        |                |                          |        | Opens PDF document.                                                                             |
|                                   |   |   | Dynamic Data/Link | [Document Title]                            | [Document Title]                               |               |                                        |                |                          |        | Opens PDF document.                                                                             |
|                                   |   |   | Text              | Expires [MMM DD, YYYY]                      | Vence el [MMM DD, YYYY]                        |               |                                        |                |                          |        | Conditional: Appears if document is nearing 12-month expiration.                                |
|                                   |   |   | Column Header     | DATE                                        | FECHA                                          |               |                                        |                |                          |        |                                                                                                 |
|                                   |   |   | Field             | [MMM DD, YYYY]                              | [MMM DD, YYYY]                                 |               |                                        |                |                          |        |                                                                                                 |
|                                   |   |   | Link              | <a href="#">View More Documents</a>         | <a href="#">Ver más documentos</a>             |               |                                        |                |                          |        | Conditional: Displays up to 5 additional document titles in S/XS View if more than 5 documents. |
|                                   |   |   | Text              | You have no documents to view at this time. | No tienes documentos para ver en este momento. |               |                                        |                |                          |        | Conditional: Appears if user has no documents.                                                  |

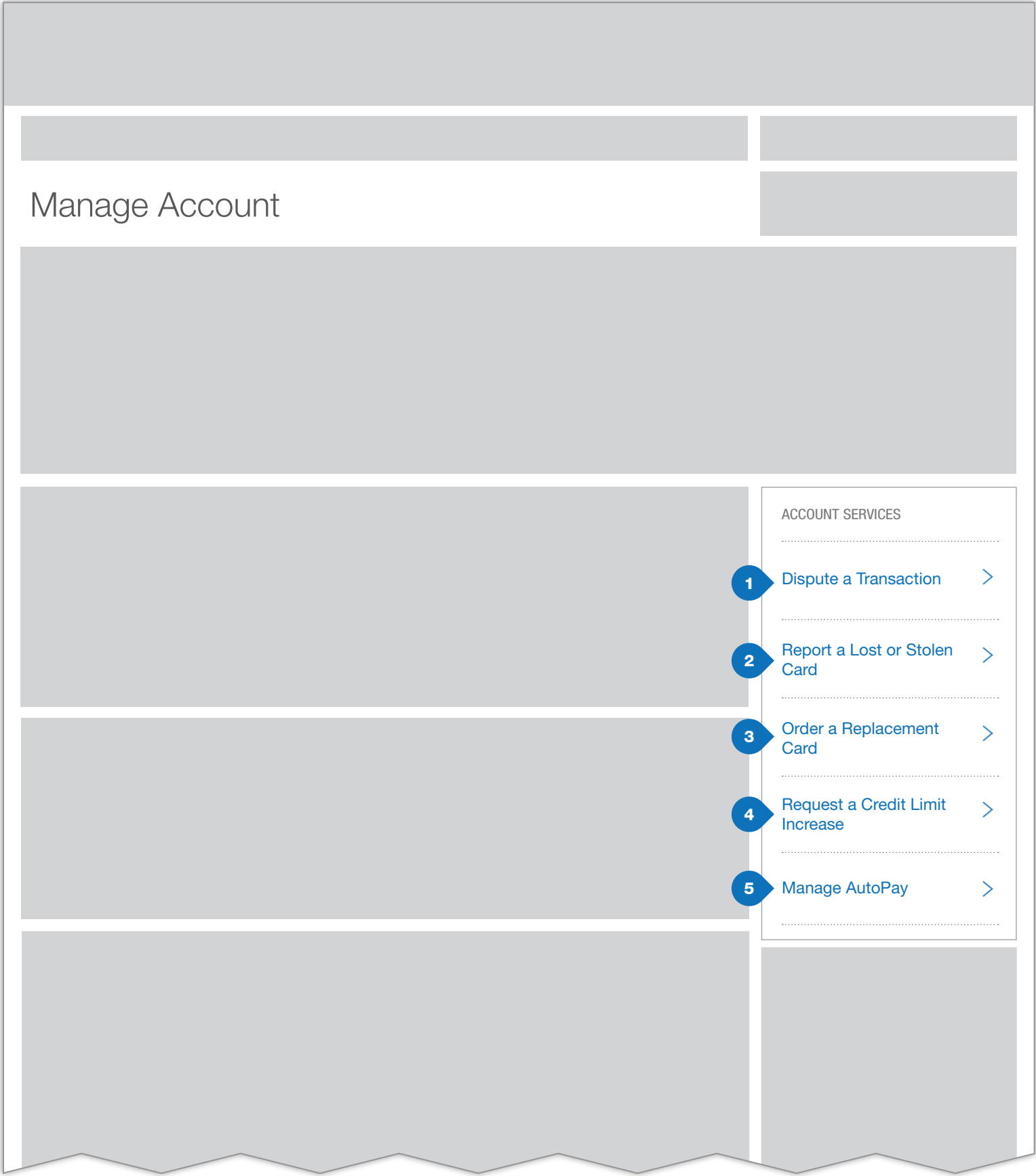


| Download Messages Tooltip Content |   |   |         |                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                 |                |                                         |                |                          |        |                              |
|-----------------------------------|---|---|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------|----------------|--------------------------|--------|------------------------------|
| D                                 | T | M | Element | Copy                                                                                                                                                                                                                                                                                   | Copy (Spanish)                                                                                                                                                                                                                                                                                                                                  | ADA            | ADA (Spanish)                           | Error Messages | Error Messages (Spanish) | CMS ID | Notes                        |
|                                   |   |   | Header  | Downloading Documents                                                                                                                                                                                                                                                                  | Descargando documentos                                                                                                                                                                                                                                                                                                                          |                |                                         |                |                          |        | Appears in expanded tooltip. |
|                                   |   |   | Copy    | <p>Documents are available online for 12 months. But you can download documents anytime before they expire for your records.</p> <p>Note: Because downloadable documents may be stored on your hard drive, we recommend that you not view documents on shared or public computers.</p> | <p>Los documentos están disponibles en línea durante 12 meses. Pero puedes descargar documentos para tus registros en cualquier momento antes de que venzan.</p> <p>Nota: Debido a que los documentos descargables pueden ser almacenados en tu disco duro, te recomendamos no consultar documentos en computadoras compartidas o públicas.</p> |                |                                         |                |                          |        | Appears in expanded tooltip. |
|                                   |   |   | Link    | <a href="#">[Close]</a>                                                                                                                                                                                                                                                                | <a href="#">[Close]</a>                                                                                                                                                                                                                                                                                                                         | Close tooltip. | Cerrar la sugerencia de la herramienta. |                |                          |        | Appears in expanded tooltip. |

Fusion 7 White Label Standard

# Service Request Module

Wireframe: Service Request Module, Large View



Page Notes

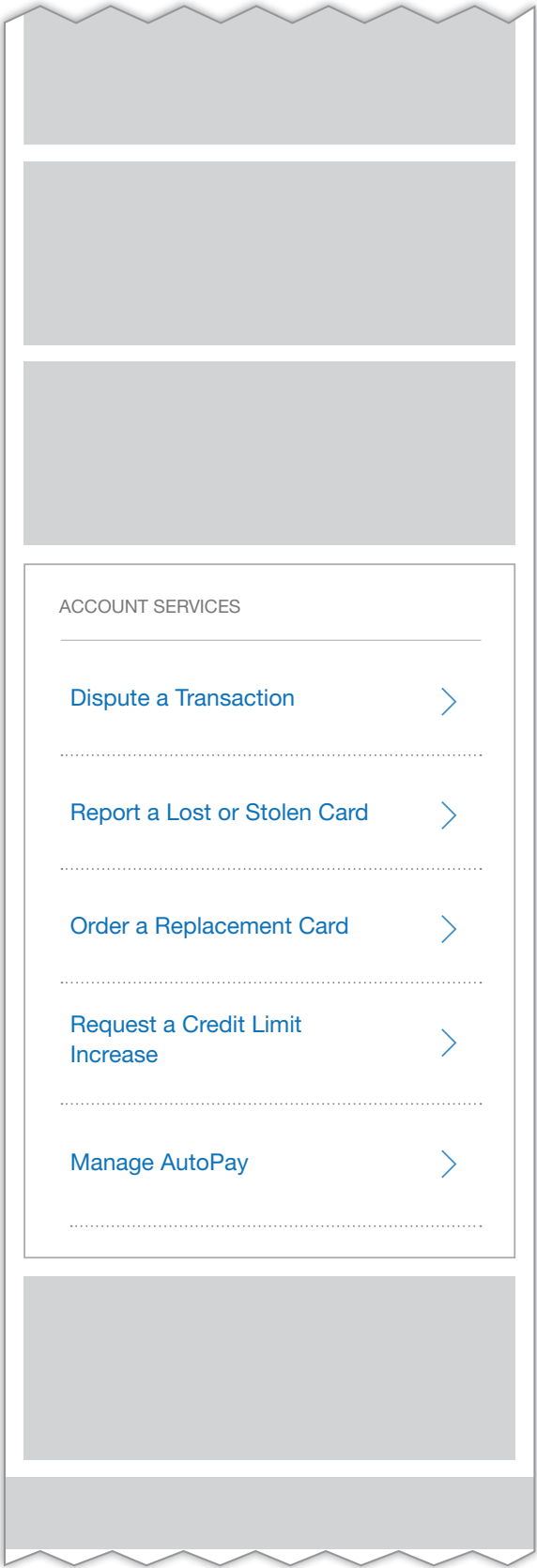
Module Type: Informational Module

This is the Service Request Module. If access to any of the content is temporarily restricted, displays disabled state for those links; refer to copy for messaging. If user does not have rights to any of the content, hide that content completely. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

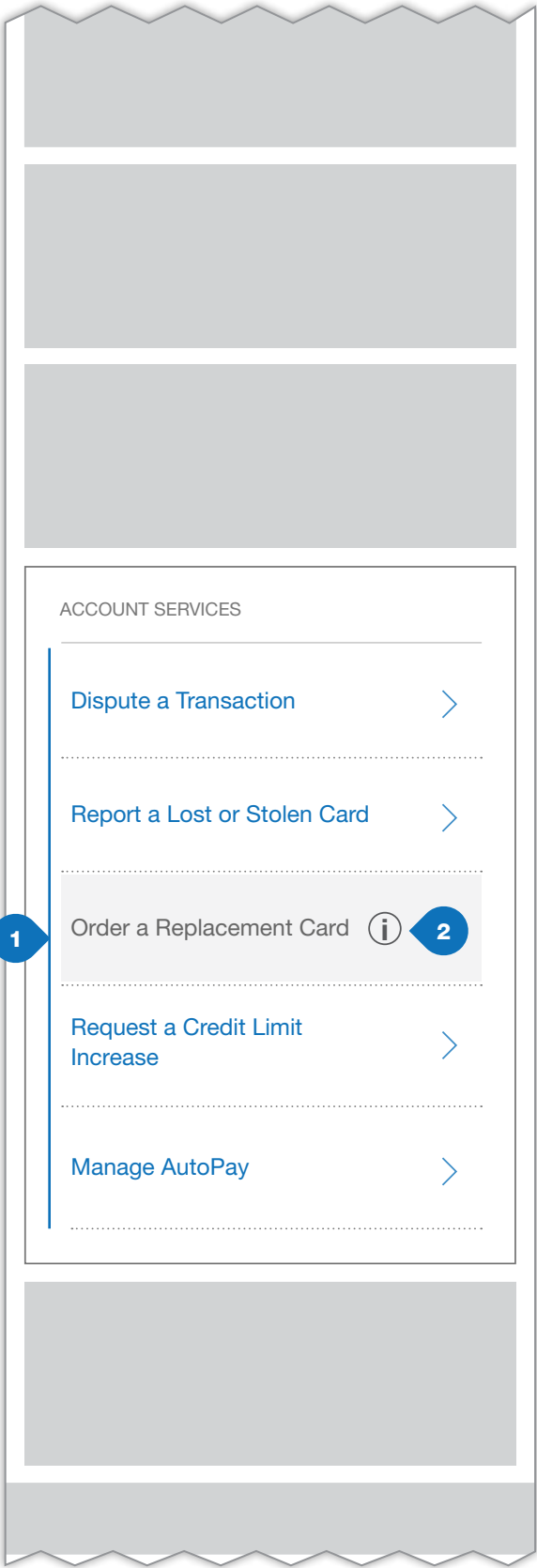
Interaction Notes

| Key | Element                              | Action                                                | Notes                                                                                                                                                                                                                                                          |
|-----|--------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Dispute a Transaction Link           | onClick displays                                      | Conditional content; if access is restricted, disables link and displays takeover content in tooltip.                                                                                                                                                          |
| 2   | Report a Lost or Stolen Card Link    | onClick displays Report a Lost or Stolen Card module  | Conditional content; if access is restricted, disables link and displays takeover content in tooltip.                                                                                                                                                          |
| 3   | Order Replacement Card Link          | onClick displays Request Replacement Card module      | Conditional content; if access is restricted, disables link and displays takeover content in tooltip.                                                                                                                                                          |
| 4   | Request a Credit Limit Increase Link | onClick displays Request Credit Limit Increase module | Conditional content; if access is restricted, disables link and displays takeover content in tooltip.<br><br>Conditional content. Does not appear for authorized users for all partners with the exception of Sears.                                           |
| 5   | Manage AutoPay Link                  | onClick displays Manage AutoPay Process Page          | Conditional content; if access is restricted, disables link and displays takeover content in tooltip.<br><br>Dynamic content. Copy varies depending on autopay enrollment status. In this scenario the user is enrolled in AutoPay. Refer to copy for content. |

# Wireframe: Service Request Module, Extra Small View



Extra Small View



Extra Small View - Disabled

## Page Notes

Module Type: Informational Module

This is the Service Request Module. If access to any of the content is temporarily restricted, displays disabled state for those links; refer to copy for messaging. If user does not have rights to any of the content, hide that content completely. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element               | Action                           | Notes                                                                                                 |
|-----|-----------------------|----------------------------------|-------------------------------------------------------------------------------------------------------|
| 1   | Service Request Links | None                             | Conditional content. If access is restricted, disables link and displays takeover content in tooltip. |
| 2   | Tooltip Icon          | onClick displays tooltip content |                                                                                                       |

| FUSION: ACCOUNT SERVICE REQUESTS MODULE |   |   |         |                                 |                                            |               |                                        |                |                          |        |                                                                                                              |
|-----------------------------------------|---|---|---------|---------------------------------|--------------------------------------------|---------------|----------------------------------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------------------------------|
| D                                       | T | M | ELEMENT | COPY                            | COPY (SPANISH)                             | ADA           | ADA (SPANISH)                          | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                        |
|                                         |   |   | Heading | ACCOUNT SERVICES                | SERVICIOS DE LA CUENTA                     |               |                                        |                |                          |        |                                                                                                              |
|                                         |   |   | Link    | Dispute a Transaction           | Disputar una transacción                   |               |                                        |                |                          |        | Launches Dispute a Transaction flow.                                                                         |
|                                         |   |   | Link    | [Tooltip Icon]                  |                                            | Open tooltip. | Abrir la sugerencia de la herramienta. |                |                          |        | Appears with Conditional Codes: B,Z.                                                                         |
|                                         |   |   | Link    | Report a Lost or Stolen Card    | Denunciar una tarjeta perdida o robada     |               |                                        |                |                          |        | Launches Lost/Stolen Card flow.                                                                              |
|                                         |   |   | Link    | [Tooltip Icon]                  | [Ícono de la sugerencia de la herramienta] | Open tooltip. | Abrir la sugerencia de la herramienta. |                |                          |        | Appears with Conditional Codes: B,Z.                                                                         |
|                                         |   |   | Link    | Order a Replacement Card        | Pedir una tarjeta de reemplazo             |               |                                        |                |                          |        | Launches Replacement Card flow.                                                                              |
|                                         |   |   | Link    | [Tooltip Icon]                  |                                            | Open tooltip. | Abrir la sugerencia de la herramienta. |                |                          |        | Appears with Conditional Codes: Legal, B, C, E, F, I, L, U, Z, O, X, NRI Block, or Authorized User.          |
|                                         |   |   | Link    | Request a Credit Limit Increase | Solicitar un aumento del límite de crédito |               |                                        |                |                          |        | Launches Credit Limit Increase flow.<br><br>Conditional: Does NOT display for Authorized Users except Sears. |
|                                         |   |   | Link    | [Tooltip Icon]                  | [Tooltip Icon]                             | Open tooltip. | Abrir la sugerencia de la herramienta. |                |                          |        | Appears with conditional Codes: Legal, B, C, E, F, I, L, U, Z, O, X, NRI Block.                              |
|                                         |   |   | Link    | Set up AutoPay                  | Configurar AutoPay                         |               |                                        |                |                          |        | Conditional: Launches Enroll if user is not currently enrolled in AutoPay.                                   |
|                                         |   |   | Link    | Manage AutoPay                  | Manejar AutoPay                            |               |                                        |                |                          |        | Conditional: Launches Edit AutoPay flow if user is enrolled.                                                 |
|                                         |   |   | Link    | [Tooltip Icon]                  | [Tooltip Icon]                             | Open tooltip. | Abrir la sugerencia de la herramienta  |                |                          |        | Appears with conditional Codes: Legal, B, C, E, F, I, L, U, Z, O, X, NRI Block.                              |

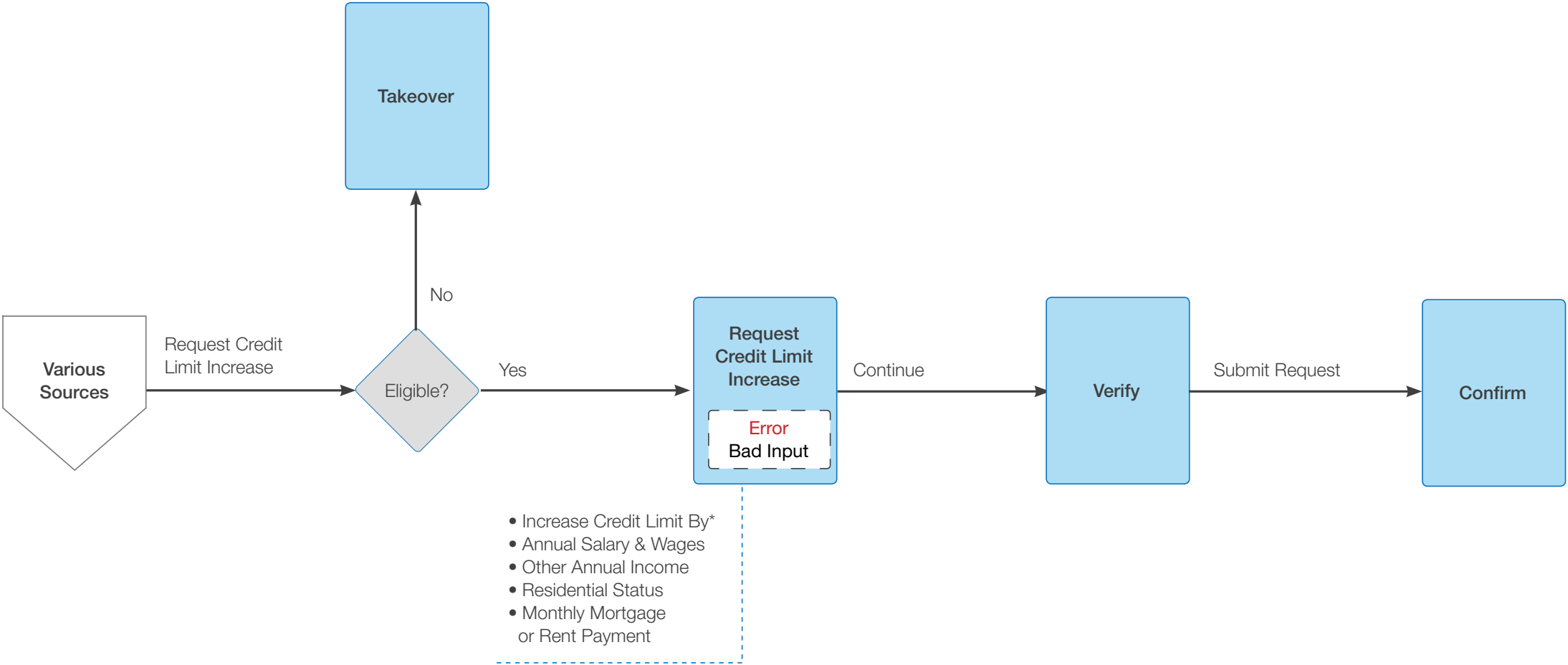
| FUSION: SERVICE UNAVAILABLE (LAUNCHES FROM TOOL TIP ICON) |   |   |         |                                                                                                                                                             |                                                                                                                                                                           |                |                                         |                |                          |        |       |
|-----------------------------------------------------------|---|---|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------|----------------|--------------------------|--------|-------|
| D                                                         | T | M | ELEMENT | COPY                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                            | ADA            | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                           |   |   | Header  | Service Unavailable                                                                                                                                         | Servicio no disponible                                                                                                                                                    |                |                                         |                |                          |        |       |
|                                                           |   |   | Text    | <div>This service is currently not available due to your account status.</div> <div>For more information, please call [Customer Service Phone Number]</div> | <div>Este servicio no está disponible actualmente debido al estatus de tu cuenta.</div> <div>Para obtener más información, llama al [Customer Service Phone Number]</div> |                |                                         |                |                          |        |       |
|                                                           |   |   | Link    | [Close Icon]                                                                                                                                                | [Close Icon]                                                                                                                                                              | Close tooltip. | Cerrar la sugerencia de la herramienta. |                |                          |        |       |



Fusion 7 White Label Standard

# Request Credit Limit Increase Module

# User Flow: Request Credit Limit Increase



Legend

|                                                                                       |                    |                                                                                       |                    |
|---------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------|--------------------|
|  | Screen             |  | Notification       |
|  | Conditional Screen |  | Decision           |
|  | Modal              |  | Off Page Reference |
|  | Conditional Modal  |  | Required           |



Wireframe: Request Credit Limit Increase Module, Large View

Request Credit Limit Increase

Enter Your Information

Et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores. Lorem ipsum dolor sit amet.

Increase Credit Limit For

FPO [Partner Provided Card Name]  
Ending in 1234

- 1
- Current Credit Limit: \$00,000.00  
Current Balance: \$000.00  
Last Statement Balance: \$000.00

Increase Credit Limit By

2

\$

Annual Salary and Wages

3

\$

Other Annual Income (Optional)

4

\$

Residential Status

5

Select One

Monthly Mortgage or Rent Payment

\$

6

Page Notes

Module Type: Transactional Module

This is the Default view of the Request Credit Limit Increase Module. Module is only accessible by the primary user. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                                | Action                                                                                                                                                                                                                           | Notes                                                                                       |
|-----|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 1   | Account Specific Text                  | None                                                                                                                                                                                                                             | Dynamic content. Displays Current Credit Limit, Current Balance and Last Statement Balance. |
| 2   | Input Field                            | onFocus activates the field; when the user exits the field validates the data for formatting, if the field is blank or an error is found then displays a form field error                                                        |                                                                                             |
| 3   | Annual Salary and Wages Field          | onFocus activates the field and displays Annual Salary and Wages Field help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error |                                                                                             |
| 4   | Other Annual Income Field              | onFocus activates the field and displays Other Annual Income Field help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error     | Field is optional                                                                           |
| 5   | Residential Status Dropdown            | onClick dropdown is expanded or collapsed. If the user selects an option, the dropdown is collapsed and the selected option is displayed; if the user exits the field without making a selection, display form field error       | See Copy for dropdown content.                                                              |
| 6   | Monthly Mortgage or Rent Payment Field | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                                                              | Conditional content. Content display varies based on partner. Refer to copy for details.    |

Wireframe: Request Credit Limit Increase Module (Continued), Large View

Select One

Monthly Mortgage or Rent Payment

\$

Any updates or notifications will be sent to:

7

s\*\*\*\*\*m@email.com

8

Edit

9

Cancel

10

Continue

| Interaction Notes |                 |                                                                                                                                   |                                                                                                                                                                                                                                                      |
|-------------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element         | Action                                                                                                                            | Notes                                                                                                                                                                                                                                                |
| 7                 | Email Field     | None                                                                                                                              | Conditional content. If email on file, pre-populates email in the field.<br><br>If no email on file, displays blank Email, Confirm Email fields and Email Policy Link.<br><br>See Wireframe: Paperless Enrollment Module - Email Capture, Large View |
| 8                 | Edit Link       | onClick displays Email and Confirm Email fields in-line                                                                           |                                                                                                                                                                                                                                                      |
| 9                 | Cancel Button   | onClick dismisses process and displays source page                                                                                |                                                                                                                                                                                                                                                      |
| 10                | Continue Button | onClick validates entry; if an error is found, a form field error is displayed. Otherwise, submits data and displays confirmation | See Wireframe: Request Credit Limit - Verify, Large View                                                                                                                                                                                             |

# Wireframe: Request Credit Limit Increase Module - No Email on File, Large View

Please enter an email to receive updates or notifications.

Email Address

Email Policy

Bit, quiaem volum quisquiaes sanimpedicae velesti doloresto totates tibus, ut odita solupiet volorro voluptatio consedi stores repudaeseque que volorem. Ut dem ipsunti beatquodidid excere net abo. Nullignihit omnessi musdae volut dolorist, ipsam volum ius es ma parum harchit, ut eum et ad quam, eos ni dolor sum qui cus aut am,

Confirm Email Address

Cancel

Continue

## Page Notes

### Module Type: Transactional Module

This is the No Email on File view of the Request Credit Limit Increase Module. Module is only accessible by the primary user with the exception of Sears users. If the user has no email address on file, the edit email fields are exposed and conditional copy is used. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.

Wireframe: Request Credit Limit Increase Module, Extra Small View

Request Credit Limit Increase

Enter Your Information

Et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores neque consectetur dolor sit amet.

Increase Credit Limit For

FPO

[Partner Provided Card Name] Ending in 1234

Current Credit Limit:  
\$00,000.00

Current Balance  
\$000.00

Last Statement Balance  
\$000.00

Increase Credit Limit By

\$

\$

Annual Salary and Wages

\$

Other Annual Income (Optional)

\$

Residential Status

Select One

Monthly Mortgage or Rent Payment

\$

Any updates or notifications will be sent to:

s\*\*\*\*m@email.com

Edit

Continue

Cancel

Page Notes

Module Type: Transactional Module

This is the Default view of the Request Credit Limit Increase Module. Module is only accessible by the primary user withe the exception of Sears users. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

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# Wireframe: Request Credit Limit Increase Module - Verify, Large View

Request Credit Limit Increase

Verify Your Request

Etiam porta sem malesuada magna ornare sem lacinia quam venenatis vestibulum.

INCREASE CREDIT LIMIT FOR

[Partner Provided Card Name] ending in 1234

Current Credit Limit: \$00,000.00

INCREASE CREDIT LIMIT BY

\$00,000.00

ANNUAL SALARY AND WAGES

\$00,000.00

1OTHER ANNUAL INCOME

\$00,000.00

RESIDENTIAL STATUS

Renting

MONTHLY MORTGAGE OR RENT PAYMENT

\$00,000.00

EMAIL

s\*\*\*\*m@email.com

2< Make Changes

Authorization

Etiam porta sem malesuada magna ornare sem lacinia quam venenatis vestibulum.

3Cancel

Submit Request4

## Page Notes

Module Type: Transactional Module

This is the Verify view of the Request Credit Limit Increase Module. If user attempts to navigate away from page, display Unsaved Changes Modal. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element               | Action                                                               | Notes                                                                     |
|-----|-----------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------|
| 1   | Dynamic Text          | None                                                                 | Displays options selected on the previous page of the flow.               |
| 2   | Make Changes Link     | onClick displays previous page in the flow with pre-populated fields | See Wireframe: Request Credit Limit Increase Module, Large View           |
| 3   | Cancel Button         | onClick displays Unsaved Changes Modal                               | See Wireframe: Unsaved Changes Modal, Large View                          |
| 4   | Submit Request Button | onClick processes request and displays confirmation                  | See Wireframe: Request Credit Limit Increase Module - Confirm, Large View |

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Wireframe: Request Credit Limit Increase Module - Verify, Extra Small View

# Request Credit Limit Increase

## Verify Your Request

Et quasi architecto beatae vitae dicta sunt explicabo dolor sit amet.

INCREASE CREDIT LIMIT FOR

[Partner Provided Card Name]  
ending in 1234  
Current Credit Limit: \$00,000.00

INCREASE CREDIT LIMIT BY

\$00,000.00

ANNUAL SALARY AND WAGES

\$00,000.00

OTHER ANNUAL INCOME

\$00,000.00

RESIDENTIAL STATUS

Renting

MONTHLY MORTGAGE OR RENT PAYMENT

\$00,000.00

EMAIL

MONTHLY MORTGAGE OR RENT PAYMENT

\$00,000.00

EMAIL

s\*\*\*m@email.com

< Make Changes

Authorization

By submitting this form you authorize Citi Cards Canada Inc. to obtain your credit report.

Submit Request

Cancel

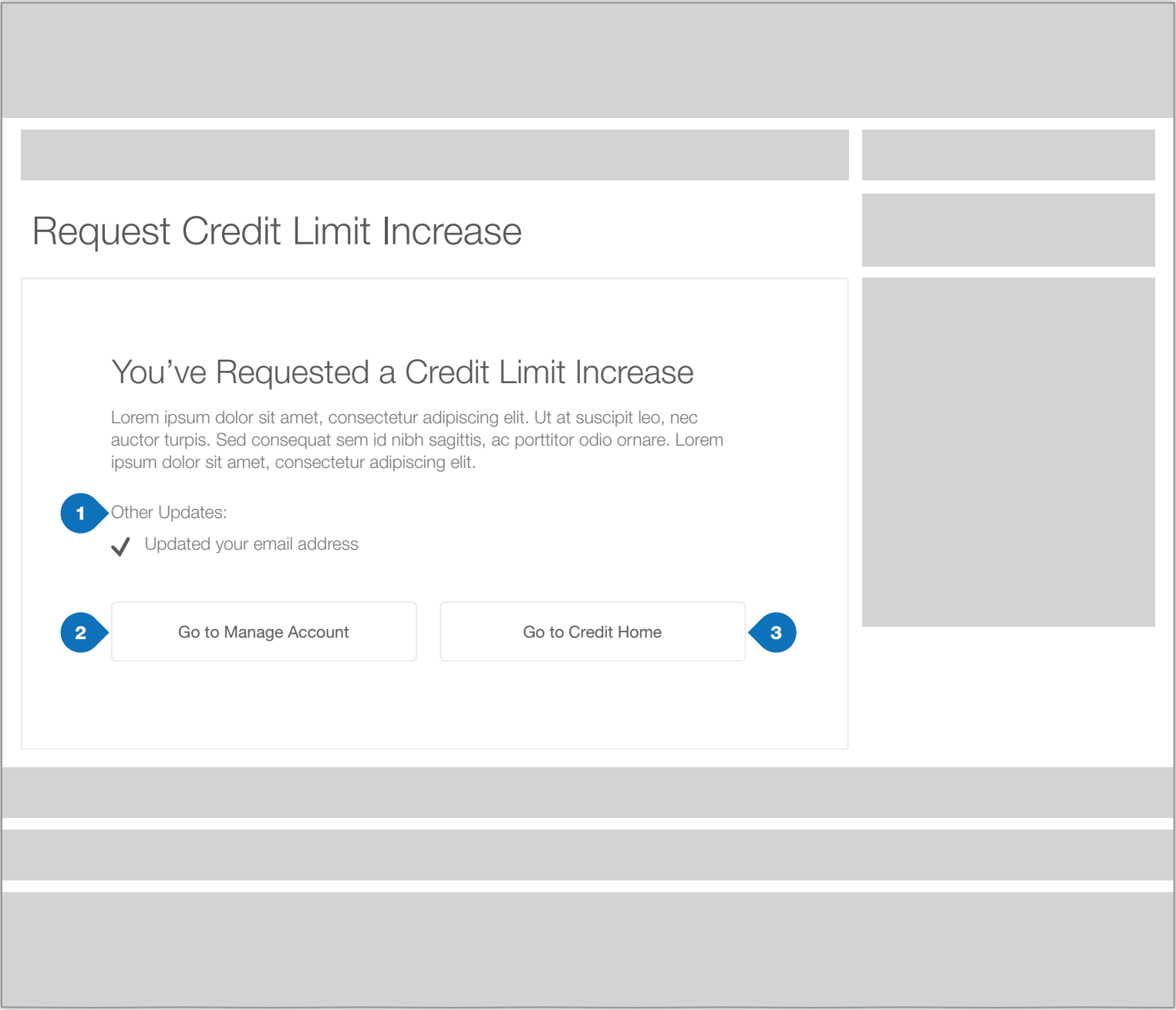
Page Notes

Module Type: Transactional Module

This is the Verify view of the Request Credit Limit Increase Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



Wireframe: Request Credit Limit Increase Module - Confirm, Large View



Page Notes

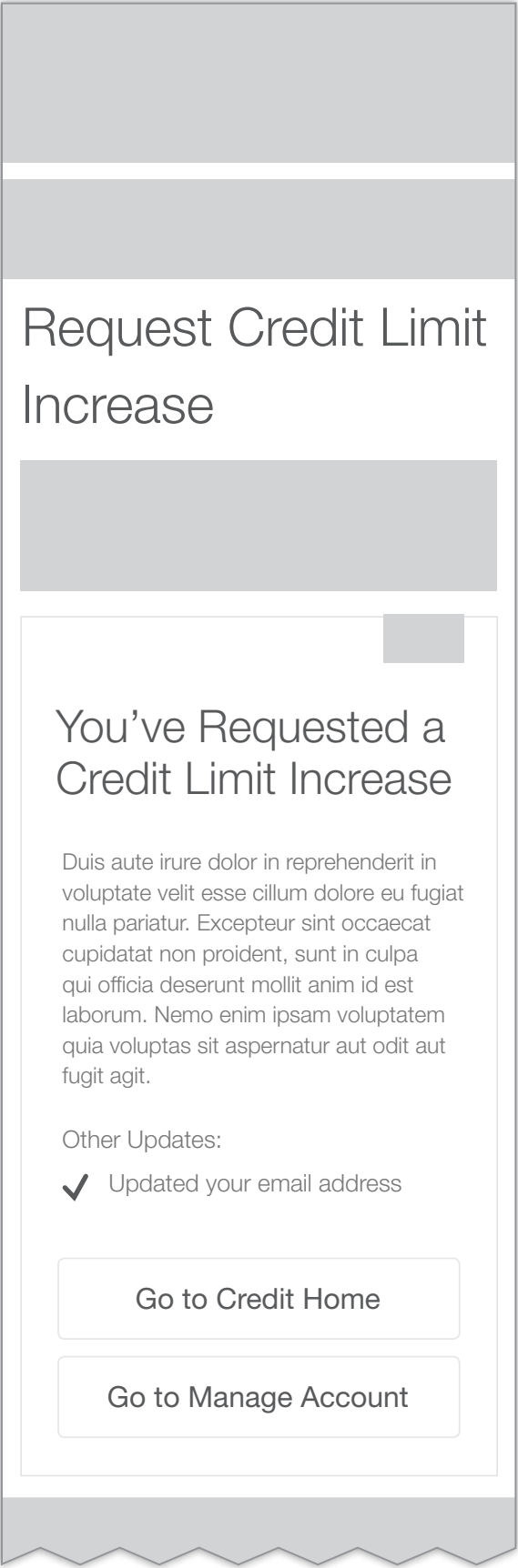
Module Type: Transactional Module

This is the Confirm view of the Request Credit Limit Increase Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                       | Notes                                                                                                                                                                    |
|-----|-----------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Other Updates Text          | None                                         | Conditional content. Displays if user has successfully added or updated their email address. If email fails to update, display Module-Level Urgent Feedback; see key #1. |
| 2   | Go to Manage Account Button | onClick displays Manage Account Landing Page |                                                                                                                                                                          |
| 3   | Go to Credit Home Button    | onClick displays Credit Home Landing Page    |                                                                                                                                                                          |

Wireframe: Request Credit Limit Increase Module - Confirm, Extra Small View



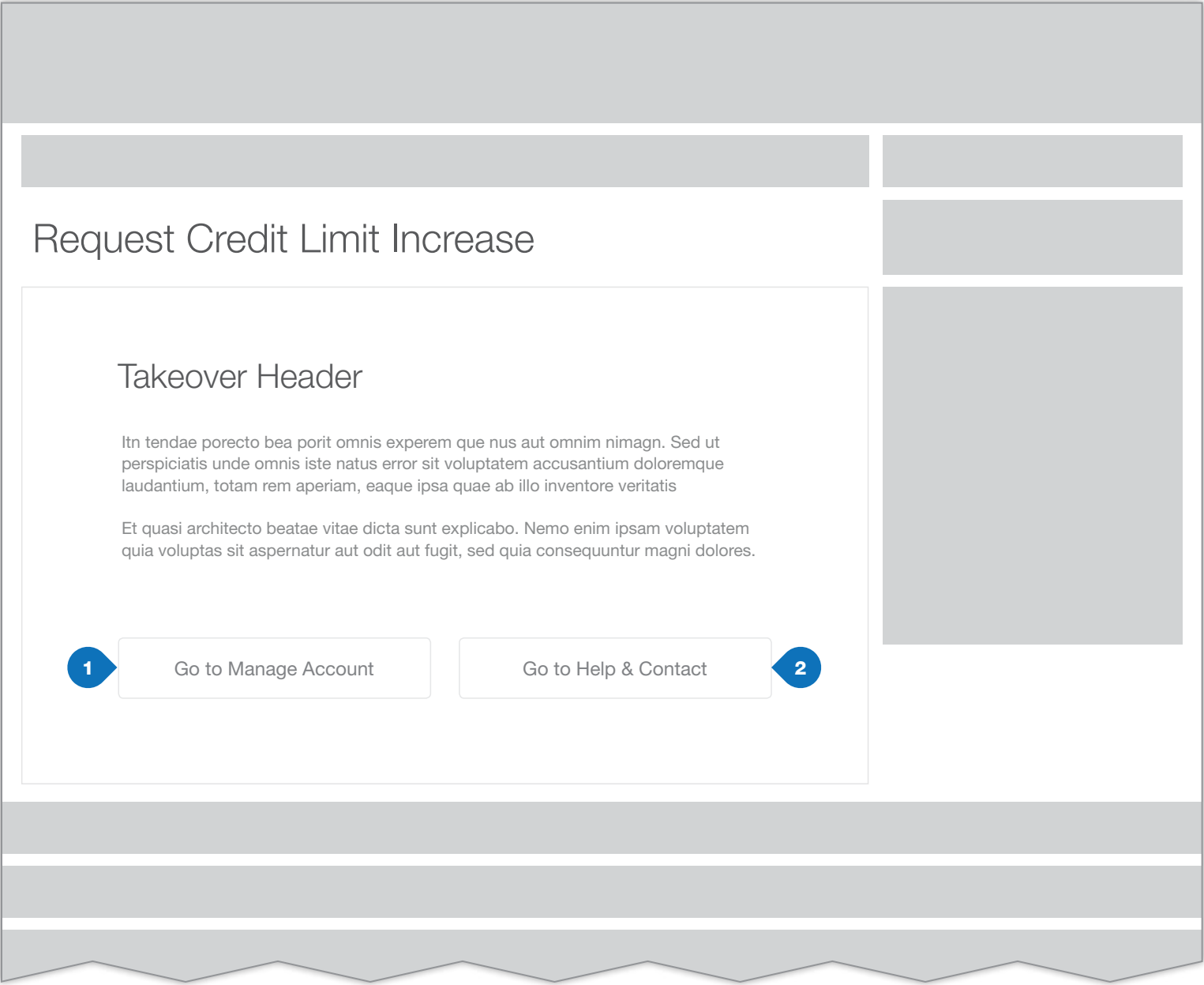
Page Notes

Module Type: Transactional Module

This is the Confirm view of the Request Credit Limit Increase Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



Wireframe: Request Credit Limit Increase Module - Takeover, Large View



Page Notes

Module Type: Transactional Module

This is the Takeover view of the Request Credit Limit Increase Module. This page displays if user is ineligible to access this flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                       | Notes |
|-----|-----------------------------|----------------------------------------------|-------|
| 1   | Go to Manage Account Button | onClick displays Manage Account Landing Page |       |
| 2   | Go to Help & Contact Button | onClick displays Help & Contact Landing Page |       |

Wireframe: Request Credit Limit Increase Module - Takeover, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Takeover view of the Request Credit Limit Increase Module. This page displays if user is ineligible to access this flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Copy: Request Credit Limit Increase Module

| FUSION: CREDIT LIMIT INCREASE, PAGE TITLE |   |   |                 |                                                                                                                                                                                     |                                                                                                                                                                                                                                              |     |               |                |                          |        |                                   |
|-------------------------------------------|---|---|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------|
| D                                         | T | M | ELEMENT         | COPY                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                             |
|                                           |   |   | Page Title      | Request Credit Limit Increase                                                                                                                                                       | Solicitar un aumento del límite de crédito                                                                                                                                                                                                   |     |               |                |                          |        | Implement as a page title module. |
| FUSION: CREDIT LIMIT INCREASE             |   |   |                 |                                                                                                                                                                                     |                                                                                                                                                                                                                                              |     |               |                |                          |        |                                   |
| D                                         | T | M | ELEMENT         | COPY                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                             |
|                                           |   |   | Header          | Enter Your Information                                                                                                                                                              | Ingresar tu información                                                                                                                                                                                                                      |     |               |                |                          |        |                                   |
|                                           |   |   | Text            | Need to request an emergency credit limit increase? Contact Customer Service at [Customer Service Phone Number]. If outside the U.S., call collect at [International Phone Number]. | ¿Necesitas solicitar un aumento del límite de crédito de emergencia? Comunícate con Servicio al Cliente al [Customer Service Phone Number]. Si te encuentras fuera de los EE.UU., llama con cobro revertido al [International Phone Number]. |     |               |                |                          |        |                                   |
|                                           |   |   | Text            | Increase Credit Limit For                                                                                                                                                           | Aumento del límite de crédito para                                                                                                                                                                                                           |     |               |                |                          |        |                                   |
|                                           |   |   | Dynamic Content | [Card / Program Name] Ending in [XXXX]                                                                                                                                              | [Card / Program Name] Que termina en [XXXX]                                                                                                                                                                                                  |     |               |                |                          |        |                                   |
|                                           |   |   | Text            | Current Credit Limit:                                                                                                                                                               | Límite de crédito actual:                                                                                                                                                                                                                    |     |               |                |                          |        |                                   |
|                                           |   |   | Dynamic Content | [\$XXXX.XX]                                                                                                                                                                         |                                                                                                                                                                                                                                              |     |               |                |                          |        |                                   |
|                                           |   |   | Text            | Current Balance:                                                                                                                                                                    | Saldo actual:                                                                                                                                                                                                                                |     |               |                |                          |        |                                   |
|                                           |   |   | Dynamic Content | [\$XXXX.XX]                                                                                                                                                                         |                                                                                                                                                                                                                                              |     |               |                |                          |        |                                   |
|                                           |   |   | Text            | Last Statement Balance:                                                                                                                                                             | Saldo del último estado de cuenta:                                                                                                                                                                                                           |     |               |                |                          |        |                                   |
|                                           |   |   | Dynamic Content | [\$XXXX.XX]                                                                                                                                                                         |                                                                                                                                                                                                                                              |     |               |                |                          |        |                                   |

Copy: Request Credit Limit Increase Module

|  |  |  |             |                                         |                                                   |  |  |                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|--|--|--|-------------|-----------------------------------------|---------------------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Text        | Increase Credit Limit By                | Aumento del límite de crédito a                   |  |  | Client side error, field level — blank field, special characters or if user enters less than 2 or more than 6 digits:<br>Please enter a valid Credit Limit Increase amount using numbers only. The amount you enter must be between 2-6 digits.<br><br>Client side error, field level — Unsupported amount:<br>Please enter a valid Credit Limit Increase amount in \$10 increments. | Client side error, field level — blank field, special characters or if user enters less than 2 or more than 6 digits:<br>Ingresa un monto de Aumento del límite de crédito válido utilizando números únicamente. El monto que ingreses debe tener entre 2 y 6 dígitos.<br><br>Client side error, field level — Unsupported amount:<br>Ingresa un monto de Aumento del límite de crédito válido en incrementos de \$10. |  |  |
|  |  |  | Field Help  | Enter numbers only, in \$10 increments. | Ingresa números solamente en incrementos de \$10. |  |  |                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|  |  |  | Field Label | Annual Salary and Wages                 | Sueldo y salario anual                            |  |  | Client side error, field level — Unaccepted characters:<br>Please enter a valid amount for Annual Salary and Wages using numbers only.<br><br>Client side error, field level — Over allowed character maximum:<br>The amount you enter cannot exceed 6 digits.                                                                                                                       | Client side error, field level — Unaccepted characters:<br>Ingresa un monto válido para Sueldo y salario anual utilizando números solamente.<br><br>Client side error, field level — Over allowed character maximum:<br>El monto que ingreses no puede tener más de 6 dígitos.                                                                                                                                         |  |  |

Copy: Request Credit Limit Increase Module

|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                               |  |                                                                                         |
|--|--|--|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------|
|  |  |  | Field Help Text | <p>Examples include interest, dividends, rental income and retirement benefits.</p> <p>If you are 21 or older, you may include income from others that you can reasonably access to pay your bills.</p> <p>Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.</p> <p>You can only enter 6 digits. If your <b>total Salary and Wages</b> are greater, contact customer Service at [XXX-XXX-XXXX]. If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> | <p>Entre los ejemplos se incluyen: intereses, dividendos, ingresos de alquileres y beneficios de retiro.</p> <p>Si tiene 21 años o más, usted puede incluir ingresos de otras personas a las que razonablemente pueda acceder para pagar sus cuentas.</p> <p>No necesita declarar pensiones de divorcio o alimentarias ni demás ingresos de manutención si no desea que se consideren como base para pagar esta deuda.</p> <p>Solo puede ingresar 6 dígitos. Si sus Otros ingresos anuales son mayores, comuníquese con Servicio al Cliente al [XXX-XXX-XXXX]. Si se encuentra fuera de los EE. UU., Canadá y Puerto Rico, llame con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> |  |  |                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                               |  |                                                                                         |
|  |  |  | Field Label     | Other Annual Income (Optional)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Otros ingresos anuales (opcional)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  | <p>Client side error, field level — Unaccepted characters: <b>Please enter a valid amount for Other Annual Income using numbers only.</b></p> <p>Client side error, field level — Over allowed character maximum: <b>The amount you enter cannot exceed 6 digits.</b></p> | <p>Client side error, field level — Unaccepted characters: <b>Ingresa un monto válido para Otros ingresos anuales utilizando números solamente.</b></p> <p>Client side error, field level — Over allowed character maximum: <b>El monto que ingreses no puede tener más de 6 dígitos.</b></p> |  | Conditional: Based on partner. (Not required for BBY, Macy's/ Bloomingdales and Sears.) |

Copy: Request Credit Limit Increase Module

|  |  |  |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |                                                                                       |                                                                                        |  |  |
|--|--|--|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|--|--|
|  |  |  | Field Help Text  | <p>Examples include interest, dividends, rental income and retirement benefits.</p> <p>If you are 21 or older, you may include income from others that you can reasonably access to pay your bills.</p> <p>Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.</p> <p>You can only enter 6 digits. If your Other Annual Income is greater, contact customer Service at [XXX-XXX-XXXX]. If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> | <p>Entre los ejemplos se incluyen: intereses, dividendos, ingresos de alquileres y beneficios de retiro.</p> <p>Si tiene 21 años o más, usted puede incluir ingresos de otras personas a las que razonablemente pueda acceder para pagar sus cuentas.</p> <p>No necesita declarar pensiones de divorcio o alimentarias ni demás ingresos de manutención si no desea que se consideren como base para pagar esta deuda.</p> <p>Solo puede ingresar 6 dígitos. Si sus Otros ingresos anuales son mayores, comuníquese con Servicio al Cliente al [XXX-XXX-XXXX]. Si se encuentra fuera de los EE. UU., Canadá y Puerto Rico, llame con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> |  |  |                                                                                       |                                                                                        |  |  |
|  |  |  | Dropdown Label   | Residential Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Estatus de residencia                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  | Client side error, field level — No selection:<br>Please select a Residential Status. | Client side error, field level — No selection:<br>Selecciona un Estatus de residencia. |  |  |
|  |  |  | Dropdown Element | Select One                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Seleccionar uno                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |                                                                                       |                                                                                        |  |  |
|  |  |  | Dropdown Element | Renting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Inquilino                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |                                                                                       |                                                                                        |  |  |
|  |  |  | Dropdown Element | Own                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Propietario                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |                                                                                       |                                                                                        |  |  |
|  |  |  | Dropdown Element | Other                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Otro                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |                                                                                       |                                                                                        |  |  |



Copy: Request Credit Limit Increase Module

|  |  |  |                 |                                                            |                                                                 |                         |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  |                                                             |
|--|--|--|-----------------|------------------------------------------------------------|-----------------------------------------------------------------|-------------------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------|
|  |  |  | Field Label     | Monthly Mortgage or Rent Payment                           | Pago mensual de hipoteca o alquiler                             |                         |                              | Client side error, field level — Unaccepted characters: Please enter a valid amount for Monthly Mortgage or Rent Payment using numbers only.                                                                                                                                                                      | Client side error, field level — Unaccepted characters: Ingresa un monto válido para Pago mensual de hipoteca o alquiler utilizando números solamente.                                                                                                                                                                                                                     |  |                                                             |
|  |  |  |                 |                                                            |                                                                 |                         |                              | Client side error, field level — Over allowed character maximum: The amount you enter cannot exceed 5 digits.                                                                                                                                                                                                     | Client side error, field level — Over allowed character maximum: El monto que ingreses no puede tener más de 5 dígitos.                                                                                                                                                                                                                                                    |  |                                                             |
|  |  |  | Text            | Any updates or notifications will be sent to:              | Todas las actualizacones o notificaciones serán enviadas a:     |                         |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  |                                                             |
|  |  |  | Dynamic Content | [user@domain.com]                                          |                                                                 |                         |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  |                                                             |
|  |  |  | Link            | Edit                                                       | Editar                                                          | Edit your email address | Edita tu dirección de email. |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  |                                                             |
|  |  |  | Text            | Please enter an email to receive updates or notifications. | Ingresa un email para recibir actualizaciones y notificaciones, |                         |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  | Conditional: If no email on file.                           |
|  |  |  | Field Label     | Email Address                                              | Dirección de Email                                              |                         |                              | Client-Side Error [Field Level]:<br><br>If blank or invalid data entry:<br><br>Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters:<br><br>The Email Address you enter must be less than 50 characters. Please try a different Email Address. | Errores por parte del cliente:<br><br>Si el ingreso de datos está en blanco o es inválido:<br><br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters:<br><br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente. |  | Appears if no email address on file or user chooses “Edit.” |

Copy: Request Credit Limit Increase Module

|                                             |   |   |                    |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                                                       |                                                                                |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                  |
|---------------------------------------------|---|---|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------|
|                                             |   |   | Field Help         | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                                                       |                                                                                |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        | Field help text. |
|                                             |   |   | Link               | Email Policy                                                                                                                                                                                                                                                                                                 | Normas sobre el Email                                                                                                                                                                                                                                                                                                                                                              | Email Address Policy                                  | Normas sobre la Dirección de Email.                                            |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                  |
|                                             |   |   | Field Label        | Confirm Email Address                                                                                                                                                                                                                                                                                        | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                                       |                                                       |                                                                                | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br><br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com. |        |                  |
|                                             |   |   | Button (Primary)   | Continue                                                                                                                                                                                                                                                                                                     | Continuar                                                                                                                                                                                                                                                                                                                                                                          | Continue to verify credit limit increase information. | Continúa para verificar la información sobre el aumento del límite de crédito. |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                  |
|                                             |   |   | Button (Secondary) | Cancel                                                                                                                                                                                                                                                                                                       | Cancelar                                                                                                                                                                                                                                                                                                                                                                           | Cancel request for credit limit increase.             | Cancela la solicitud de aumento del límite de crédito.                         |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                  |
| FUSION: CREDIT LIMIT INCREASE, VERIFY STATE |   |   |                    |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                                                       |                                                                                |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                  |
| D                                           | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                         | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                     | ADA                                                   | ADA (SPANISH)                                                                  | ERROR MESSAGES                                                                                                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                        | CMS ID | NOTES            |
|                                             |   |   | Heading            | Verify Your Request                                                                                                                                                                                                                                                                                          | Verificar tu solicitud                                                                                                                                                                                                                                                                                                                                                             |                                                       |                                                                                |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                  |
|                                             |   |   | Text               | Please confirm the information below is correct or make changes.                                                                                                                                                                                                                                             | Confirma si la información a continuación es correcta, o haz cambios.                                                                                                                                                                                                                                                                                                              |                                                       |                                                                                |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                  |
|                                             |   |   | Field Label        | INCREASE CREDIT LIMIT FOR                                                                                                                                                                                                                                                                                    | AUMENTO DEL LÍMITE DE CRÉDITO PARA                                                                                                                                                                                                                                                                                                                                                 |                                                       |                                                                                |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                  |



Copy: Request Credit Limit Increase Module

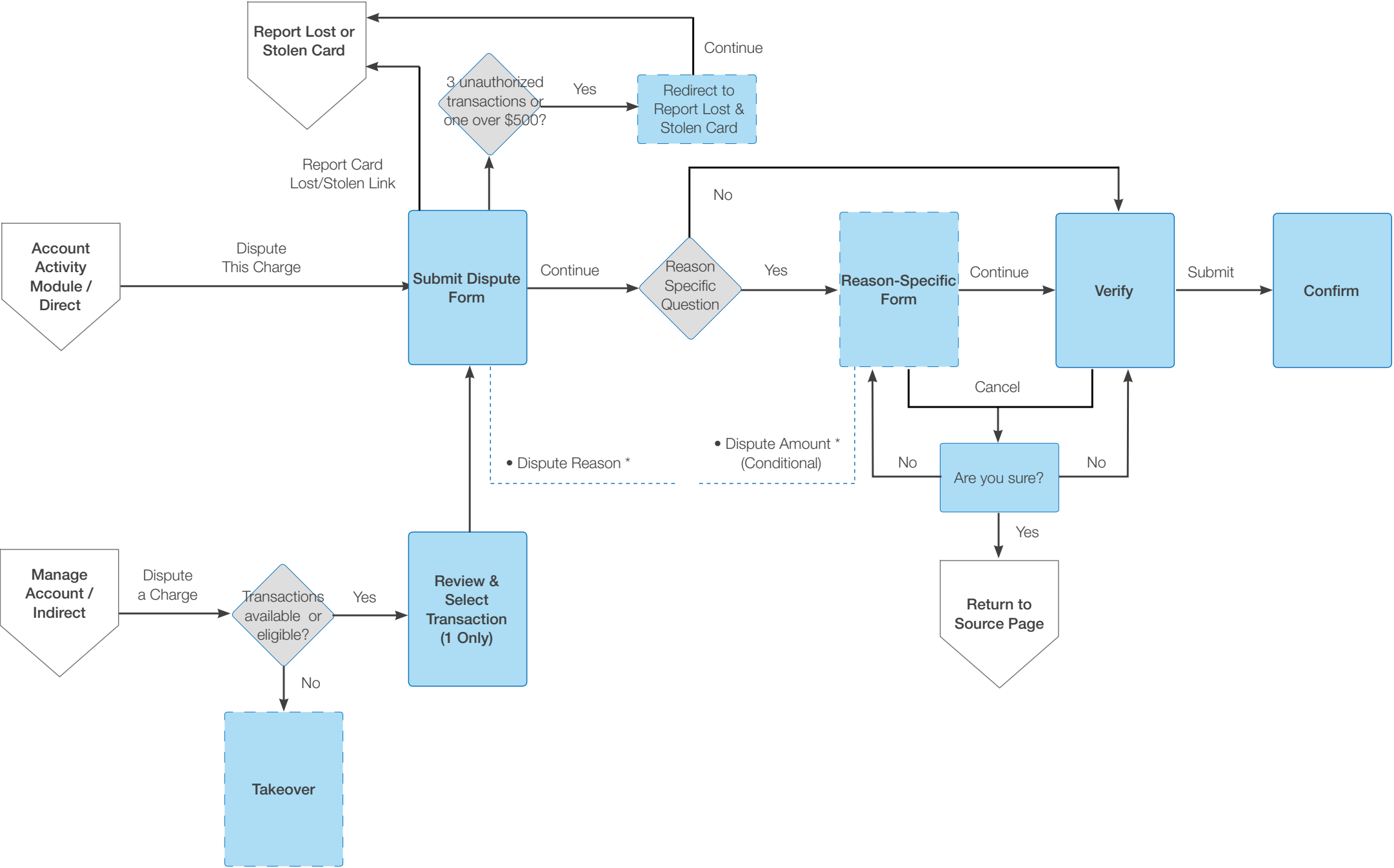
|                                              |   |   |                    |                                                                                    |                                                                                             |     |               |                |                          |        |       |
|----------------------------------------------|---|---|--------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
|                                              |   |   | Dynamic Content    | [Card/Program Name] Ending [XXXX]                                                  | [Card/Program Name] que termina en [XXXX]                                                   |     |               |                |                          |        |       |
|                                              |   |   | Field Label        | Current Credit Limit:                                                              | Límite de crédito actual:                                                                   |     |               |                |                          |        |       |
|                                              |   |   | Dynamic Content    | [\$XXXX.XX]                                                                        |                                                                                             |     |               |                |                          |        |       |
|                                              |   |   | Field Label        | INCREASE CREDIT LIMIT BY                                                           | AUMENTO DEL LÍMITE DE CRÉDITO A                                                             |     |               |                |                          |        |       |
|                                              |   |   | Dynamic Content    | [\$XXXX.XX]                                                                        |                                                                                             |     |               |                |                          |        |       |
|                                              |   |   | Field Label        | ANNUAL SALARY AND WAGES                                                            | AUMENTO DEL LÍMITE DE CRÉDITO A                                                             |     |               |                |                          |        |       |
|                                              |   |   | Dynamic Content    | [\$XXX,XXX.XX]                                                                     |                                                                                             |     |               |                |                          |        |       |
|                                              |   |   | Field Label        | OTHER ANNUAL INCOME                                                                | SUELDO Y SALARIO ANUALES                                                                    |     |               |                |                          |        |       |
|                                              |   |   | Dynamic Content    | [\$XXX,XXX.XX]                                                                     |                                                                                             |     |               |                |                          |        |       |
|                                              |   |   | Field Label        | RESIDENTIAL STATUS                                                                 | ESTATUS DE RESIDENCIA                                                                       |     |               |                |                          |        |       |
|                                              |   |   | Dynamic Content    | [Renting, Own, Other]                                                              | [Inquilino, Propietario, Otro]                                                              |     |               |                |                          |        |       |
|                                              |   |   | Field Label        | MONTHLY MORTGAGE OR RENT PAYMENT                                                   | PAGO MENSUAL DE HIPOTECA O ALQUILER                                                         |     |               |                |                          |        |       |
|                                              |   |   | Dynamic Content    | [\$X,XXX.XX]                                                                       |                                                                                             |     |               |                |                          |        |       |
|                                              |   |   | Field Label        | EMAIL                                                                              | EMAIL                                                                                       |     |               |                |                          |        |       |
|                                              |   |   | Dynamic Content    | [user@domain.com]                                                                  |                                                                                             |     |               |                |                          |        |       |
|                                              |   |   | Link               | Make Changes                                                                       | Hacer cambios                                                                               |     |               |                |                          |        |       |
|                                              |   |   | Header             | Authorization                                                                      | Autorización                                                                                |     |               |                |                          |        |       |
|                                              |   |   | Text               | By submitting this form you authorize Citibank, N.A. to obtain your credit report. | Al enviar este formulario, usted autoriza a Citibank, N.A. a obtener su informe de crédito. |     |               |                |                          |        |       |
|                                              |   |   | Button (Primary)   | Submit Request                                                                     | Enviar solicitud                                                                            |     |               |                |                          |        |       |
|                                              |   |   | Button (Secondary) | Cancel                                                                             | Cancelar                                                                                    |     |               |                |                          |        |       |
| FUSION: CREDIT LIMIT INCREASE, CONFIRM STATE |   |   |                    |                                                                                    |                                                                                             |     |               |                |                          |        |       |
| D                                            | T | M | ELEMENT            | COPY                                                                               | COPY (SPANISH)                                                                              | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                              |   |   | Heading            | You've Requested a Credit Limit Increase                                           | Has solicitado un Aumento del límite de crédito                                             |     |               |                |                          |        |       |

Copy: Request Credit Limit Increase Module

|                                                     |   |   |                             |                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                              |     |               |                |                          |        |                                                                                      |
|-----------------------------------------------------|---|---|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------------|
|                                                     |   |   | Text                        | Your request has been forwarded to our Credit Department for review. You will receive an email notification once a decision has been reached, usually within 4-8 hours.<br><br>Thank you for being a card member. | Tu solicitud ha sido reenviada a nuestro Departamento de Crédito para su revisión. Recibirás una notificación por email una vez que hayamos tomado una decisión, generalmente en un plazo de 4 a 8 horas.<br><br>Gracias por ser un valioso tarjetahabiente. |     |               |                |                          |        |                                                                                      |
|                                                     |   |   | Field Header                | Other Updates:                                                                                                                                                                                                    | Otras actualizaciones:                                                                                                                                                                                                                                       |     |               |                |                          |        | Conditional: If user updates/adds email.                                             |
|                                                     |   |   | Dynamic Data                | Updated your email address                                                                                                                                                                                        | Se actualizó tu dirección de email                                                                                                                                                                                                                           |     |               |                |                          |        | Conditional: If user updates email and chooses “Make this my primary account email.” |
|                                                     |   |   | Button (Primary)            | <a href="#">Go to Credit Home</a>                                                                                                                                                                                 | <a href="#">Ir a la Página principal de crédito</a>                                                                                                                                                                                                          |     |               |                |                          |        |                                                                                      |
|                                                     |   |   | Button (Secondary)          | <a href="#">Go to Manage Account</a>                                                                                                                                                                              | <a href="#">Ir a Manejar la cuenta</a>                                                                                                                                                                                                                       |     |               |                |                          |        |                                                                                      |
|                                                     |   |   | Module-Level Feedback Error | Your email address could not be saved. Please try again.                                                                                                                                                          | No se pudo guardar tu dirección de email. Vuelve a intentarlo.                                                                                                                                                                                               |     |               |                |                          |        | CIL error code 001, 5047                                                             |
| FUSION: CREDIT LIMIT INCREASE, TAKEOVER, INELIGIBLE |   |   |                             |                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                              |     |               |                |                          |        |                                                                                      |
| D                                                   | T | M | ELEMENT                     | COPY                                                                                                                                                                                                              | COPY (SPANISH)                                                                                                                                                                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                |
|                                                     |   |   | Heading                     | Service Unavailable                                                                                                                                                                                               | Servicio no disponible                                                                                                                                                                                                                                       |     |               |                |                          |        |                                                                                      |
|                                                     |   |   | Copy                        | You’re not able to request a credit limit increase at the moment. Please try again at a later date.                                                                                                               | No puedes solicitar un aumento del límite de crédito en este momento. Inténtalo de nuevo en una fecha posterior.                                                                                                                                             |     |               |                |                          |        |                                                                                      |
|                                                     |   |   | Button (Primary)            | <a href="#">Go to Help &amp; Contact</a>                                                                                                                                                                          | <a href="#">Ir a Manejar la cuenta</a>                                                                                                                                                                                                                       |     |               |                |                          |        |                                                                                      |
|                                                     |   |   | Button (Secondary)          | <a href="#">Go to Manage Account</a>                                                                                                                                                                              | <a href="#">Ir a Ayuda y Contacto</a>                                                                                                                                                                                                                        |     |               |                |                          |        |                                                                                      |

Fusion 7 White Label Standard

# Dispute Charge Module



Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

Off Page Reference

\*

Required

Wireframe: Dispute Charge Module - Indirect, Large View

Dispute a Charge

Select a Transaction

Itn tendae porecto bea porit omnis nus aut omnim nimagn.

1

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium [report your card as Lost or Stolen.](#)

2

Review your account activity. Lorem ipsum dolor sit amet consectetur.

Filter by Statement Period

3

Recent Activity

4

5

6

SELECT

DATE

DESCRIPTION

AMOUNT

7

JUN 19

[Partner Provided Name], Rollingwood, TX

\$65.47

+

TYPE

Store Charge

MERCHANT CATEGORY

654X684H1351T32104

POST DATE

OCT 12, 2014

REFERENCE NUMBER

654X684H1351T32104

MAY 28

[Partner Provided Name], Rollingwood, TX

\$872.05

-

MAY 20

[Partner Provided Name], Rollingwood, TX

\$306.76

+

8

9

Cancel

Continue

10

Page Notes

Module Type: Transactional Module

This is the Indirect view of the Dispute Charge Module, which prompts the user to select a transaction to dispute. Module does not appear if user enters Dispute Charge flow directly through Account Activity Module. This page is accessible via a link in Manage Account Module or other specified modules. Displays module takeover if there are no transactions available to dispute. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across Extra Large, Large, and Medium breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                                 | Action                                                                                                                                                                            | Notes                                                                                                                                                                                                                                                                                                          |
|-----|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Module Level Error                      | None                                                                                                                                                                              | Conditional content. Displays error message if information could not be validated. Error remains until page refreshes or user navigates away.                                                                                                                                                                  |
| 2   | Report your card as Lost or Stolen Link | onClick displays Overview page of the Report a Lost or Stolen Card Module                                                                                                         | See <i>Wireframe: Report a Lost or Stolen Card - Overview, Large View</i>                                                                                                                                                                                                                                      |
| 3   | Transaction by Date Dropdown            | onLoad displays 'Recent Activity' in the field<br>onClick collapses or expands dropdown<br>If the user selects an option, the dropdown collapses and displays the selected option | Dynamic content. Dropdown options displays 'Recent Activity' and the last 6 months of available statements.                                                                                                                                                                                                    |
| 4   | Date Sort Link                          | onClick sorts transactions, in descending order from oldest to newest                                                                                                             | By default, all transactions are sorted by purchase date in ascending order from newest to oldest<br>Displays down and up arrow when transactions are sorted by that information                                                                                                                               |
| 5   | Description Sort Link                   | onClick transactions are sorted in ascending alphabetical order, from A to Z                                                                                                      | On second interaction,transactions are sorted in descending alphabetical order from Z to A                                                                                                                                                                                                                     |
| 6   | Amount Sort Link                        | onClick transactions are sorted in descending order, from greatest to least                                                                                                       |                                                                                                                                                                                                                                                                                                                |
| 7   | Transaction Radio Buttons               | onClick selects and deselects one transaction                                                                                                                                     | onLoad no transaction is selected. Displays all transactions available with the exception of pending charges. Displays an unlimited number of transactions in Medium, Large and Extra Large view. Conditional content. If there are no transactions available to dispute, displays Takeover - No Transactions. |
| 8   | "+ / -" Link                            | onClick expands and hides the transaction details                                                                                                                                 |                                                                                                                                                                                                                                                                                                                |
| 9   | Cancel Button                           | onClick dismisses process and displays source page                                                                                                                                |                                                                                                                                                                                                                                                                                                                |
| 10  | Continue Button                         | onClick validates entry; if an error is found, displays a form field error. Otherwise, submits data and displays confirmation and displays the next step in the flow.             | See <i>Wireframe: Dispute a Charge - Select Reason, Large View</i>                                                                                                                                                                                                                                             |

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Dispute a Charge

Select a Transaction

Itn tendae porecto bea porit  
experem quy omnim nimagn.

Sed ut perspiciatis unde omnis  
iste natus error sit voluptatem  
accusantium doloremque  
[report your card as Lost or Stolen.](#)

Review your account activity. Select  
the transaction you'd like to dispute.

Filter by Statement Period

Recent Activity

SELECT   DATE ▾

JUN 19  
[Partner] Rollingwood  
\$65.47

TYPE  
Store Charge

SELECT   DATE ▾

JUN 19  
[Partner] Rollingwood  
\$65.47

TYPE  
Store Charge

MAY 8  
[Partner] Rollingwood  
\$872.05

MAY 1  
[Partner] Rollingwood  
\$306.26

MAY 1  
[Partner] Rollingwood  
\$306.26

MAY 1  
[Partner] Rollingwood  
\$306.26

1 View More Transactions

Continue

Cancel

| Page Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                             |                                            |                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------|
| Module Type: Transactional Module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                             |                                            |                                                                                            |
| This is the Indirect view of the Dispute Charge Module, which prompts the user to select a transaction to dispute. Module does not display if user enters Dispute Charge flow directly through Account Activity Module. This page is accessible via a link in Manage Account Module or other specified modules. Displays module takeover if there are no transactions available to dispute. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure. |                             |                                            |                                                                                            |
| Interaction Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                             |                                            |                                                                                            |
| Key                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Element                     | Action                                     | Notes                                                                                      |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | View More Transactions Link | onClick displays 5 additional transactions | Conditional content. Appears only when there are more than 5 transactions for that period. |

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Wireframe: Dispute Charge Module - Indirect - No Transactions, Large View

Dispute a Charge

Select a Transaction

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium [report your card as Lost or Stolen](#).

Review your account activity. Lorem ipsum dolor sit amet consectetur.

Filter by Statement Period

Recent Activity

1

ltn tendae porecto bea porit omnis nus aut omnim nimagn.

Cancel

Continue

Page Notes

Module Type: Transactional Module

This is the No Transactions view of the Account Activity Module for the Indirect page within the Dispute a charge flow. Displays this page if there are no transactions available for the selected statement period. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element       | Action | Notes                                                                |
|-----|---------------|--------|----------------------------------------------------------------------|
| 1   | Takeover Text | None   | Conditional content. Appears if there are no transactions available. |

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Wireframe: Dispute Charge Module - Indirect - No Transactions, Extra Small View

Dispute a Charge

Select a Transaction

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque [report your card as Lost or Stolen.](#)

Review your account activity. Select the transaction you'd like to dispute.

Filter by Statement Period

Recent Activity

Itn tendae porecto bea porit omnis nus aut omnim nimagn.

Continue

Cancel

Page Notes

Module Type: Transactional Module

This is the No Transactions view of the Indirect flow of the Dispute Charge Module, which prompts the user to select a transaction to dispute. Displays this page if there are no transactions available. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

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## Dispute a Charge

### Select a Reason

1

## 2

3

MERCHANT CATEGORY  
654X684H1351T32104

REFERENCE NUMBER  
654X684H1351T32104

#### 4 < Select a Different Transaction

5

6

7

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| Key | Element                                 | Action                                                                                                                                                                 | Notes                                                                                                                           |
|-----|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| 1   | Report your card as Lost or Stolen Link | onClick displays Report a Lost or Stolen Card module                                                                                                                   | See <i>Wireframe: Report a Lost or Stolen Card Module, Large View</i>                                                           |
| 2   | Transaction Details Content             | None                                                                                                                                                                   | Dynamic content.                                                                                                                |
| 3   | “ + / - “ Link                          | onLoad collapses transaction details<br>onClick expands and collapses transaction details                                                                              | Dynamic content. Content reflects transaction details.                                                                          |
| 4   | Select a Different Transaction Link     | onClick displays Review Account Activity step in the flow                                                                                                              | See <i>Wireframe: Dispute Charge Module - Indirect, Large View</i>                                                              |
| 5   | Dispute Amount Field                    | onFocus activates the field                                                                                                                                            | Dynamic content. onLoad displays amount of transaction selected for dispute.                                                    |
| 6   | Reason for Dispute Dropdown             | onLoad displays ‘Select a Category’<br>onClick collapses or expands dropdown<br>If the user selects an option, the dropdown collapses and displays the selected option | Conditional content. Displays a field level notification if user selects ‘Charge not recognized or authorized’.                 |
| 7   | Select a Category Selection Options     | onClick the dropdown collapses and displays the selected option, along with a set of dispute reasons below it (see Key #7)                                             | Conditional content. If user selects ‘Charge not recognized or authorized’ displays conditional copy. Refer to copy for detail. |

Wireframe: Dispute Charge Module - Select Reason (Continued), Large View

Charge not recognized or authorized

8

☒

I'm being charged for a transaction that I don't recognize and didn't authorize

☐

I'm being charged for a transaction that I paid for using a different method

Are you disputing more than 3 transactions?

9

☐

Yes

☐

No

Are you disputing a transaction over \$500?

10

☐

Yes

☐

No

Cancel

Continue

Large View, Conditional Questions

Reason for Dispute

Missing/canceled/returned

11

☐

I'm being charged for merchandise that I've returned.

☐

I'm being charged for a service that I've canceled.

☐

I haven't received the merchandise.

☐

I've been charged for a service that I never received.

12

Cancel

Continue

13

Large View, Missing/Canceled/Returned Selected

| Interaction Notes |                                                                                              |                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                          |
|-------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element                                                                                      | Action                                                                                                                                                               | Notes                                                                                                                                                                                                                                                                                                    |
| 8                 | I'm being charged for a transaction that I don't recognize and didn't authorize Radio Button | onClick selects option                                                                                                                                               | Conditional content. If user selects this radio button, display additional questions.                                                                                                                                                                                                                    |
| 9                 | Are you disputing more than 3 transactions?                                                  | onClick selects option                                                                                                                                               | Conditional content. Appears if user selects Key #8. Does not appear if user selects Key #8 and disputed transaction value is more than \$500<br><br>If user selects 'Yes', onClick on Continue displays redirect modal<br>See Wireframe: Content Modal with CTA - Dispute a Charge Redirect, Large View |
| 10                | Are you disputing a transaction more than \$500?                                             | onClick selects option                                                                                                                                               | Conditional content. Appears if user selects Key #8. Does not appear if user selects Key #8 and disputed transaction value is more than \$500<br><br>If user selects 'Yes', onClick on Continue displays redirect modal<br>See Wireframe: Content Modal with CTA - Dispute a Charge Redirect, Large View |
| 11                | Reason for Dispute Radio Buttons                                                             | None selected onLoad; onClick selects and deselects option                                                                                                           | Dynamic content - selections appear based upon the Reason for Dispute selection                                                                                                                                                                                                                          |
| 12                | Cancel Button                                                                                | onClick dismisses process and displays source page                                                                                                                   |                                                                                                                                                                                                                                                                                                          |
| 13                | Continue Button                                                                              | onClick validates entry; if an error is found, displays a form field error. Otherwise, submits data and displays confirmation and displays the next step in the flow | See Wireframe: Dispute Charge - Reason Specific, Large View<br><br>If user answers 'Yes' to Key #9 or 10, displays the Redirect Modal<br>See Wireframe: Content Modal with CTA - Dispute a Charge Redirect, Large View                                                                                   |

## Wireframe: Dispute Charge Module - Select Reason, Extra Small View

Dispute a Charge

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque [report your card as Lost or Stolen.](#)

Transaction Details

JUN 19  
[Partner] Rollingwood  
\$65.47

< Select a Different Transaction

Dispute Amount 

i

\$65.47

Reason For Dispute

Missing/canceled/returned

Extra Small View, Process Page  
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Reason For Dispute

Missing/canceled/returned

I'm being charged for merchandise that I've returned.

I'm being charged for a service that I've cancelled.

I haven't received the merchandise.

I've been charged for a service that I never received.

Continue

Cancel

Extra Small View - Reason Selected, Process Page

### Page Notes

Module Type: Transactional Module

This is the Select Reason view of the Dispute Charge Module. This page can be accessed via the Account Activity Module or through the Dispute Charge Module - Indirect page. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Dispute Charge Module - Unrecognized/Unauthorized Charge, Extra Small View

Dispute a Charge

Select a Reason

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque [report your card as Lost or Stolen.](#)

Transaction Details

JUN 19  
[Partner] Rollingwood  
\$65.47

< Select a Different Transaction

Dispute Amount ⓘ

\$65.47

Reason For Dispute

Charge not recognized or authorized

Reason For Dispute

Charge not recognized or authorized

☒ I'm being charged for a transaction that I don't recognize and didn't authorize

☐ I'm being charged for a transaction that I paid for using a different method

Are you disputing more than 3 transactions?

☐ Yes

☐ No

Are you disputing a transaction over \$500?

☐ Yes

☐ No

Continue

Cancel

Page Notes

Module Type: Transactional Module

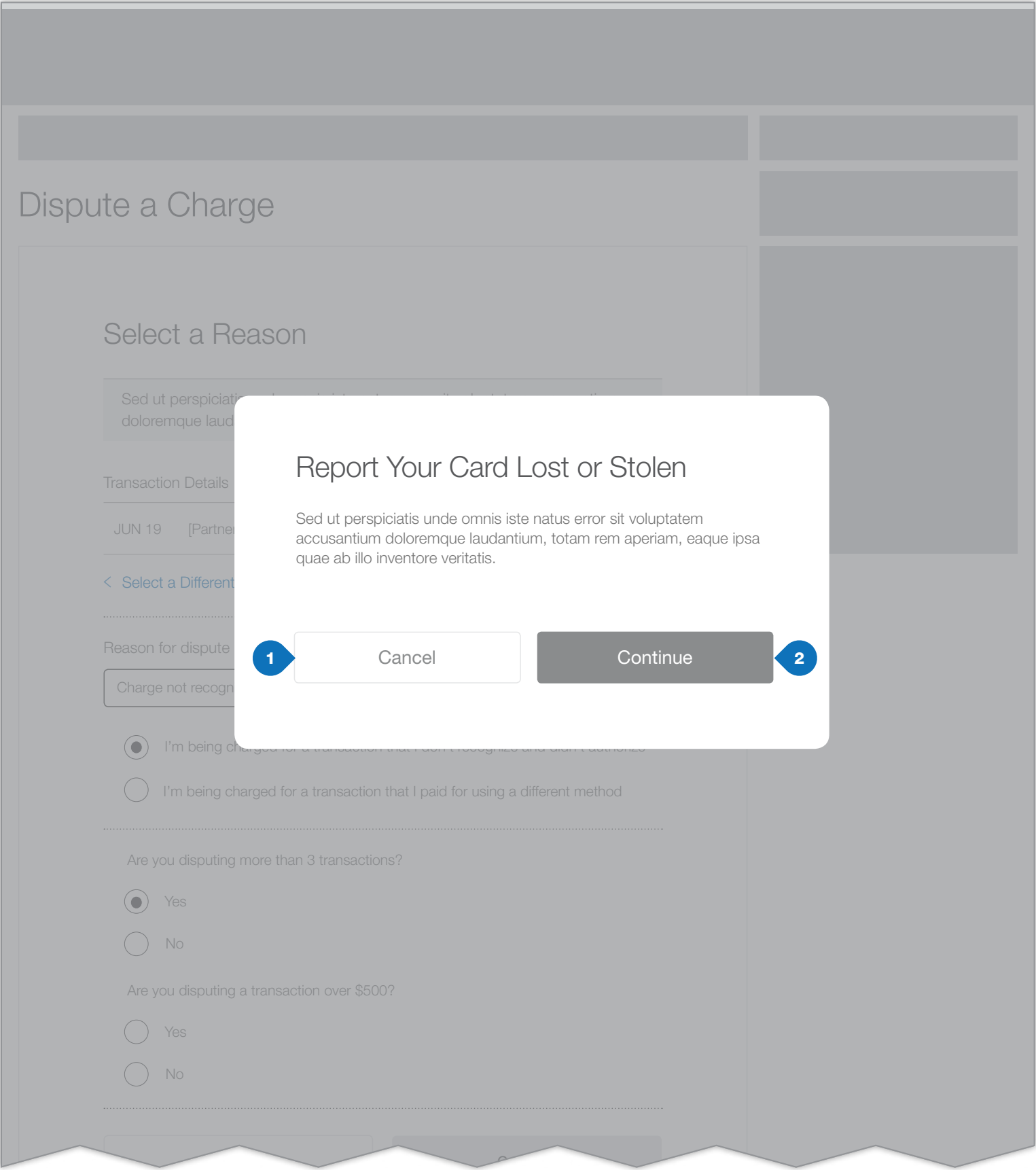
This is the Conditional view of the Select Reason view of the Dispute Charge Module for when the user selects the reason as unrecognized or unauthorized charge. This page can be accessed via the Account Activity Module or through the Dispute Charge Module - Indirect page. Module takeover is displayed if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.

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Wireframe: Content Modal with CTA - Redirect Modal, Large View



Page Notes

Module Type: Transactional Module

This is the Redirect Modal of the Dispute Charge Module. This page appears if the user states there have been 3 or more unauthorized or unrecognized charges to their account or if a transaction was more than \$500. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element         | Action                                                                  | Notes                                                            |
|-----|-----------------|-------------------------------------------------------------------------|------------------------------------------------------------------|
| 1   | Cancel Button   | onClick displays previous page with the user's selections pre-populated | See Wireframe: Dispute a Charge - Select Reason, Large View      |
| 2   | Continue Button | onClick displays Report a Lost or Stolen Card Module                    | See Wireframe: Report Lost or Stolen Card - Overview, Large View |

Wireframe: Content Modal with CTA - Redirect Modal, Extra Small View

Transaction Details

JUN 19

[Partner] Rollingwood

\$65.47

+

Report Your Card  
Lost or Stolen

Sed ut perspiciatis unde omnis iste  
natus error sit voluptatem accusantium  
doloremque laudantium unde omnis  
iste natus error sit voluptatem.

Continue

Cancel

Are you disputing more than 3  
transactions?

☒ Yes

☐ No

Are you disputing a transaction over  
\$500?

☐ Yes

☐ No

Continue

Cancel

Page Notes

Module Type: Transactional Module

This is the Redirect Modal of the Dispute Charge Module. This page appears if the user states there has been 3 or more unauthorized or unrecognized charges to their account or if a transaction was more than \$500. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



## Dispute a Charge

## Provide Details

### Transaction Details

1

JUN 19 [Partner Provided Name], Rollingwood, TX

\$65.47

2

#### DISPUTE AMOUNT

\$65.47

#### REASON FOR DISPUTE

I'm being charged for merchandise that I've returned.

3

< [Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

5

☐

Yes

☒

No

4

6

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam.

Do you have a credit receipt?

☒

Yes

☐

No

6

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam.

When did you return the merchandise?

## Page Notes

## Module Type: Transactional Module

This is the Reason Specific View of the Dispute Charge Module. This page is conditional and appears when additional questions are required after user selects a reason. Displays 'Unsaved Changes Modal' if user has interacted with the form and attempts to navigate away from page. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Refer to copy for all other dispute reasons and questions. Content for placement only.

## Interaction Notes

| Key | Element                                                                   | Action                                                                                                                                                                  | Notes                                                                                                                                  |
|-----|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Disputed Transaction Bar                                                  | None                                                                                                                                                                    | Dynamic content. Content reflects transaction details.                                                                                 |
| 2   | “ + / - “ Link                                                            | onClick expands and collapses the transaction details                                                                                                                   |                                                                                                                                        |
| 3   | Select a Different Reason Link                                            | onClick if the user has interacted with the flow displays Unsaved Changes Modal<br>If the user has not interacted with the form, displays the previous page in the flow | See <i>Wireframe: Unsaved Changes Modal, Large View</i><br><br>See <i>Wireframe: Dispute Charge Module - Select Reason, Large View</i> |
| 4   | Have you attempted to resolve the dispute with the merchant text          | None                                                                                                                                                                    | Conditional content. This question only appears for Co-branded holders.                                                                |
| 5   | Have you attempted to resolve the dispute with the merchant radio buttons | onClick selects radio buttons                                                                                                                                           |                                                                                                                                        |
| 6   | Section Level Status Feedback                                             | None                                                                                                                                                                    | Conditional content. Displays section-level feedback based on user's selection. Refer to copy deck for messaging.                      |

Wireframe: Dispute Charge Module - Reason Specific (Continued), Large View

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam.

When did you return the merchandise?

MM / DD / YYYY

7

Explain why you returned the merchandise.

When did you attempt to contact the merchant for an account credit? (Optional)

MM / DD / YYYY

7

Was your attempt successful?

Yes

No

Describe the merchant's response:

Was the merchant's return policy provided at the time of purchase?

Yes

No

Please briefly describe the merchant's return policy:

| Interaction Notes |                             |                                                                                 |                                              |
|-------------------|-----------------------------|---------------------------------------------------------------------------------|----------------------------------------------|
| Key               | Element                     | Action                                                                          | Notes                                        |
| 7                 | Calendar Date Picker Button | On Extra Small breakpoint, the user must select date using the date picker only | Only current and past dates can be selected. |

Large View - Reason Specific Questions (Continued), Process Page



Wireframe: Dispute Charge Module - Reason Specific (Continued), Large View

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam.

8

+

Add Additional Comments

Add Additional Comments (Optional)

9

>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Excepteur sint occaecat cupidatat non proident, sunt in culpa.

10

Cancel

Continue

11

| Interaction Notes |                                          |                                                                                                                                                                      |                                                                                                                                                                                                     |
|-------------------|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element                                  | Action                                                                                                                                                               | Notes                                                                                                                                                                                               |
| 8                 | Add Additional Comments Link             | onClick displays a text field                                                                                                                                        | Conditional content. Displays for some of the dispute 'Reason' forms. See Copy for details.<br><br>Dynamic content. 'Optional' appears after the user expands the link and the text box is exposed. |
| 9                 | Add Additional Comments (Optional) Field | onFocus field is active                                                                                                                                              |                                                                                                                                                                                                     |
| 10                | Cancel Button                            | onClick displays Unsaved Changes Modal                                                                                                                               | See Wireframe: Unsaved Changes Modal, Large View                                                                                                                                                    |
| 11                | Continue Button                          | onClick validates entry; if an error is found, displays a form field error. Otherwise, submits data and displays confirmation and displays the next step in the flow | See Wireframe: Dispute Charge - Verify, Large View                                                                                                                                                  |

Large View - Reason Specific Questions (Continued), Process Page

Wireframe: Dispute Charge Module - Reason Specific, Extra Small View

Dispute a Charge

Provide Details

Transaction Details

JUN 19

[Partner] Rollingwood

\$65.47

DISPUTE AMOUNT

\$65.47

REASON FOR DISPUTE

I'm being charged for merchandise that I've returned.

< [Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

Yes

No

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam.

accusantium doloremque laudantium, totam rem aperiam.

Do you have a credit receipt?

Yes

No

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam.

When did you return the merchandise?

MM / DD / YYYY

Explain why you returned the merchandise.

When did you attempt to contact the merchant for an account credit? (Optional)

MM / DD / YYYY

Was your attempt successful?

Yes

No

Describe the merchant's response:

Page Notes

Module Type: Transactional Module

This is the Reason Specific View of the Dispute Charge Module. This page is conditional and appears when there are additional questions required after the user selects a reason. Display ‘Unsaved Changes Modal’ if user has interacted with the form and attempts to navigate away from page. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. Refer to copy for all other dispute reasons and questions.

Extra Small View - Reason Specific Questions, Process Page

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## Wireframe: Dispute Charge Module - Reason Specific (Continued) , Extra Small View

Was the merchant's return policy provided at the time of purchase?

Yes

No

Please describe the merchant's return policy:

i

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn.

+

Add Additional Comments

Add Additional Comments (Optional)

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Continue

Cancel

Extra Small View - Reason Specific Questions (Continued), Process Page

### Page Notes

Module Type: Transactional Module

This is the Reason Specific View of the Dispute Charge Module. This page is conditional and appears when there are additional questions required after the user selects a reason. Display ‘Unsaved Changes Modal’ if user has interacted with the form and attempts to navigate away from page. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. Refer to copy for all other dispute reasons and questions.

## Dispute a Charge



## Verify Your Information

JUN 19, 2014

[Partner Provided Name], Rollingwood, TX

\$65.47

\$65.47

Missing/canceled/returned

I'm being charged for merchandise that I've returned.

No

Yes

JUN 10, 2014

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium  
doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore  
veritatis et quasi architecto beatae vitae dicta sunt explicabo.

JUN 25, 2014

~~Yes~~

This is the Verify view of the Dispute Charge Module. Display 'Unsaved Changes Modal' if user attempts to navigate away from this page. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| Key | Element      | Action | Notes                                                        |
|-----|--------------|--------|--------------------------------------------------------------|
| 1   | Dynamic Text | None   | Displays options selected on the previous pages of the flow. |

Wireframe: Dispute Charge Module - Verify (Continued), Large View

WHEN DID YOU RETURN THE MERCHANDISE?  
JUN 10, 2014

EXPLAIN WHY YOU RETURNED THE MERCHANDISE  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo.

WHEN DID YOU ATTEMPT TO CONTACT THE MERCHANT FOR AN ACCOUNT CREDIT?  
JUN 25, 2014

WAS YOUR ATTEMPT SUCCESSFUL?  
Yes

DESCRIBE THE MERCHANT'S RESPONSE  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo.

WAS THE MERCHANT'S RETURN POLICY PROVIDED AT THE TIME OF PURCHASE?  
Yes

PLEASE BRIEFLY DESCRIBE THE MERCHANT'S RETURN POLICY  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam,

ADDITIONAL COMMENTS  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam,

2 < Make Changes

3 Cancel

Submit4

| Interaction Notes |                   |                                                          |                                                                    |
|-------------------|-------------------|----------------------------------------------------------|--------------------------------------------------------------------|
| Key               | Element           | Action                                                   | Notes                                                              |
| 2                 | Make Changes Link | onClick displays previous step with pre-populated fields | See Wireframe: Dispute Charge Module - Reason Specific, Large View |
| 3                 | Cancel Button     | onClick displays Unsaved Changes Modal                   | See Wireframe: Unsaved Changes Modal, Large View                   |
| 4                 | Submit Button     | onClick processes request and displays confirmation      |                                                                    |

Wireframe: Dispute Charge Module - Verify, Extra Small View

Dispute a Charge

Verify Your Information

DATE

JUN 19, 2014

DESCRIPTION

[Partner], Rollingwood, TX

TRANSACTION AMOUNT

\$65.47

DISPUTE AMOUNT

\$65.47

DISPUTE TYPE

Missing/canceled/returned

REASON FOR DISPUTE

I'm being charged for merchandise that I've returned.

HAVE YOU ATTEMPTED TO RESOLVE THE DISPUTE WITH THE MERCHANT?

No

DO YOU HAVE A CREDIT RECEIPT?

Yes

DO YOU HAVE A CREDIT RECEIPT?  
Yes

WHEN DID YOU RETURN THE MERCHANDISE?  
JUN 10, 2014

EXPLAIN WHY YOU RETURNED THE MERCHANDISE  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore maximus.

WHEN DID YOU ATTEMPT TO CONTACT THE MERCHANT FOR AN ACCOUNT CREDIT?  
JUN 25, 2014

WAS YOUR ATTEMPT SUCCESSFUL?  
Yes

DESCRIBE THE MERCHANT'S RESPONSE  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore maximus.

WAS THE MERCHANT'S RETURN POLICY PROVIDED AT THE TIME OF PURCHASE?  
Yes

PLEASE BRIEFLY DESCRIBE THE MERCHANT'S RETURN POLICY  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque

ADDITIONAL COMMENTS  
Vestibulum id ligula porta felis euismod semper totam rem aperiam.

< [Make Changes](#)

Submit Dispute

Page Notes

Module Type: Transactional Module

This is the Verify view of the Dispute Charge Module. Display 'Unsaved Changes Modal' if user attempts to navigate away from this page. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



## Dispute a Charge

## You've Submitted a Dispute

1

2

3

4

REASON FOR RETURN

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium  
doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore

| Key | Element                           | Action                                               | Notes                                                                   |
|-----|-----------------------------------|------------------------------------------------------|-------------------------------------------------------------------------|
| 1   | Report a Lost or Stolen Card Link | onClick displays Report a Lost or Stolen Card Module |                                                                         |
| 2   | “ + / - “ Link                    | onClick expands and collapses dispute details        |                                                                         |
| 3   | Disputed Transaction Text         | None                                                 | Dynamic content. Content reflects disputed transaction’s information.   |
| 4   | Dispute Details Text              | None                                                 | Dynamic content. Content varies based on dispute type and user’s entry. |

Wireframe: Dispute Charge Module - Confirm (Continued), Large View

4

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo.

DATE OF CONTACT WITH MERCHANT  
JUN 25, 2014

MERCHANT'S RESPONSE  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore maximus.

MERCHANTS RETURN POLICY PROVIDED  
Yes

RETURN POLICY  
Vestibulum id ligula porta felis euismod semper totam rem aperiam.

ADDITIONAL COMMENTS  
Vestibulum id ligula porta felis euismod semper totam rem aperiam.

5

Go to Manage Account

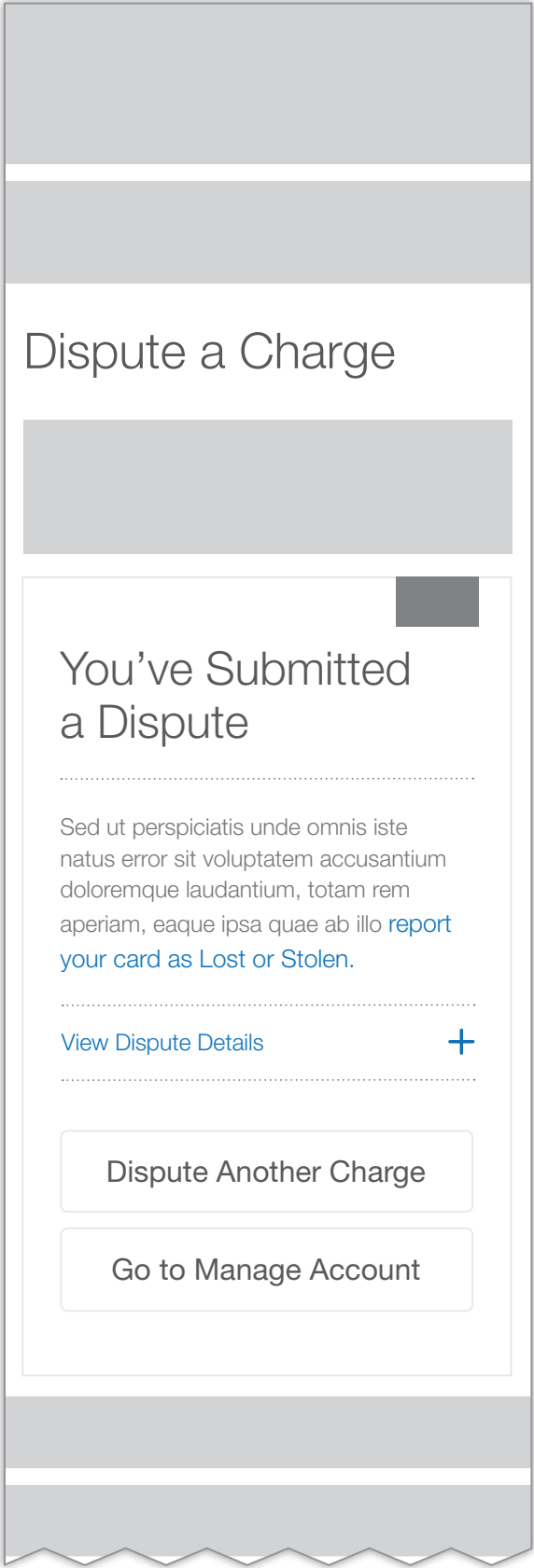
Dispute Another Charge

6

| Interaction Notes |                               |                                                   |                                                                    |
|-------------------|-------------------------------|---------------------------------------------------|--------------------------------------------------------------------|
| Key               | Element                       | Action                                            | Notes                                                              |
| 5                 | Go to Manage Account Button   | onClick displays Manage Account Landing Page      |                                                                    |
| 6                 | Dispute Another Charge Button | onClick displays Dispute a Charge - Indirect view | See <i>Wireframe: Dispute Charge Module - Indirect, Large View</i> |



## Wireframe: Dispute Charge Module - Confirm, Extra Small View



Extra Small View - Default, Process Page

### Page Notes

Module Type: Transactional Module

This is the Confirm view of the Dispute Charge Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Dispute Charge Module - Confirm (Continued), Extra Small View

Dispute a Charge

You've Submitted a Dispute

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo [report your card as Lost or Stolen](#).

[Hide Dispute Details](#)

DATE

JUN 19, 2014

DESCRIPTION

[Partner], Rollingwood, TX

TRANSACTION AMOUNT

\$65.47

DISPUTE AMOUNT

\$65.47

DISPUTE TYPE

Missing/cancelled/returned

REASON FOR DISPUTE

Extra Small View - Expanded, Process Page

DATE OF RETURN

JUN 20, 2014

REASON FOR RETURN

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore maximus.

DATE OF CONTACT WITH MERCHANT

JUN 25, 2014

MERCHANT'S RESPONSE

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore maximus.

MERCHANTS RETURN POLICY PROVIDED

Yes

RETURN POLICY

Vestibulum id ligula porta felis euismod semper totam rem aperiam.

ADDITIONAL COMMENTS

Vestibulum id ligula porta felis euismod semper totam rem aperiam.

Dispute Another Charge

Go to Manage Account

Extra Small View - Expanded (Continued), Process Page

Page Notes

Module Type: Transactional Module

This is the Confirm view of the Dispute Charge Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Wireframe: Dispute Charge Module - Takeover - No Transactions, Large View

## Dispute a Charge

You Have No Transactions to Dispute at this Time

For additional information, please contact a Customer Service representative at [XXX-XXX-XXXX].

If outside the U.S., call collect at [X-XX-XXX-XXX-XXXX].

HOURS  
Mon-Sat 6:00am-1:00am ET  
Sun 7:00am-12:00am ET



[Go to Credit Home](#)

[Go to Help & Contact](#)

2

## Page Notes

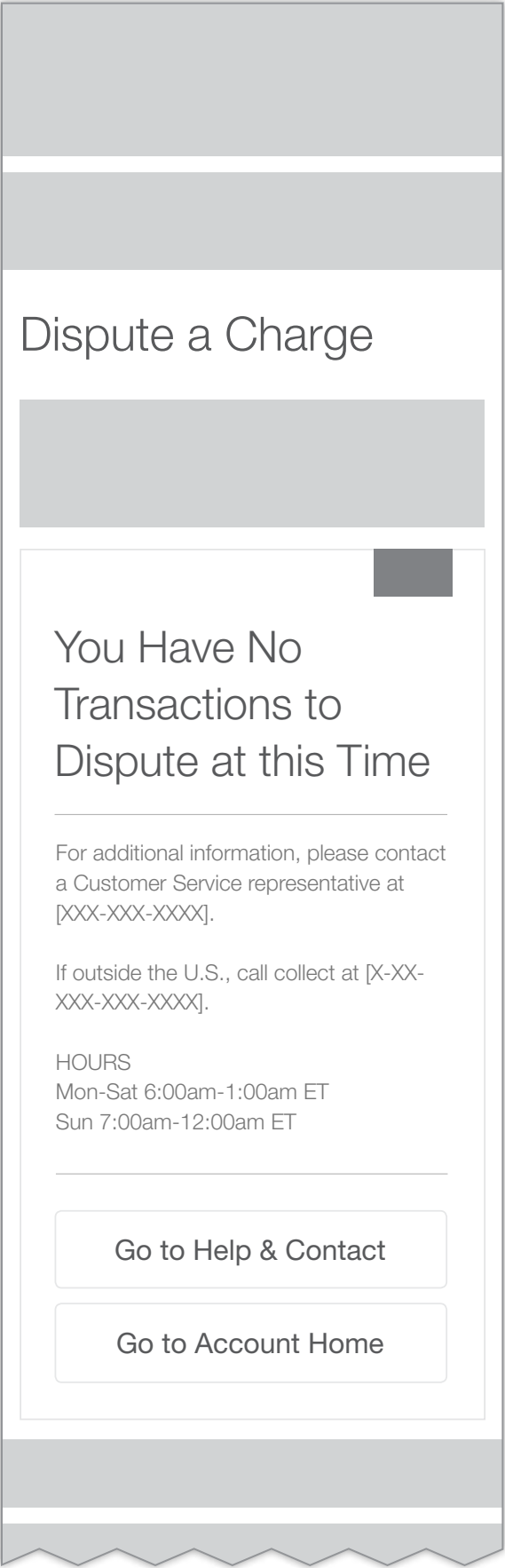
Module Type: Transactional Module

This is the Takeover view of the Dispute Charge module for when there are no transactions available to dispute. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element                     | Action                                       | Notes |
|-----|-----------------------------|----------------------------------------------|-------|
| 1   | Go To Credit Home Button    | onClick displays Credit Home Landing Page    |       |
| 2   | Go To Help & Contact Button | onClick displays Help & Contact Landing Page |       |

Wireframe: Dispute Charge Module - Takeover - No Transactions, Extra Small View

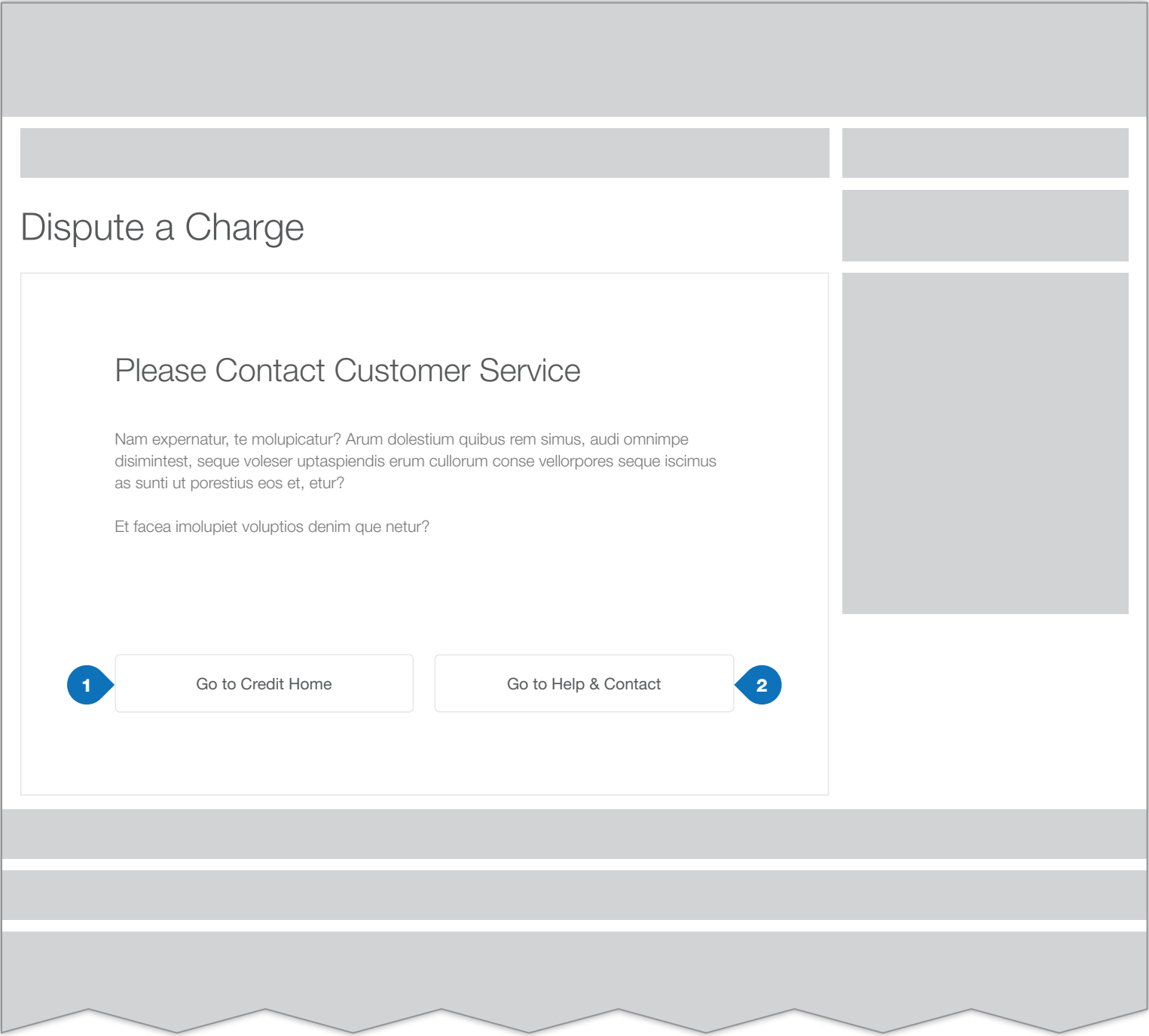


Page Notes

Module Type: Transactional Module

This is the Takeover view of the Dispute Charge module for when there are no transactions available to dispute. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Dispute Charge Module - Takeover - Account Status, Large View



Page Notes

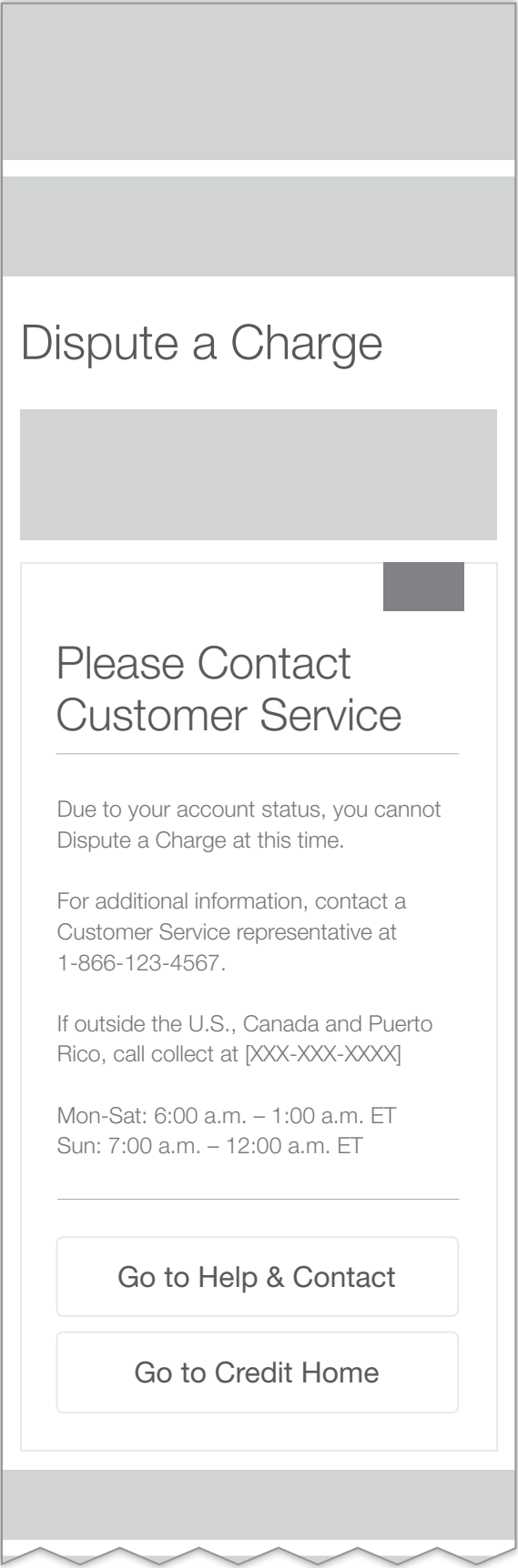
Module Type: Transactional Module

This is the Takeover view of the Dispute Charge module. Display this page if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                       | Notes |
|-----|-----------------------------|----------------------------------------------|-------|
| 1   | Go To Credit Home Button    | onClick displays Credit Home Landing Page    |       |
| 2   | Go To Help & Contact Button | onClick displays Help & Contact Landing Page |       |

Wireframe: Dispute Charge Module - Takeover - Account Status, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Takeover view of the Dispute Charge module. Display this page if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure.



Fusion 7 White Label Standard

# Reason-Specific Wireframes

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I'm being billed or charged for a transaction that I don't recognize and didn't authorize.

< Select a Different Reason

This dispute confirms that neither you nor anyone authorized by you:

1. Approved a transaction for [\$XXX.XX] billed to your account by [Merchant]

2. Received any merchandise and/or service represented by this transaction

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

Note: Some business establishments use their corporate names or addresses when billing certain transactions. This may be different from their public name or address.

If your card has been lost or stolen or you haven't received it, don't complete this form. Call Customer Service immediately at [1-800-XXX-XXXX].

+ Add Additional Comments

If you've read and agree with the above statements, click "Continue" to verify your dispute.

Cancel

Continue

REASON FOR DISPUTE

I'm being charged for a transaction that I paid for using a different method.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

Describe your purchase:

Merchandise

Service

Please select the actual method of payment:

Cash

Check

Other Card

Please send a copy of a receipt showing you paid in cash to [Partner PO Box, City, State, ZIP] or, by fax, to [Partner Fax #]. Include your name and account number.

I'm being billed or charged for a transaction that I don't recognize and didn't authorize.

I'm being charged for a transaction that I paid for using a different method.



Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I dispute the amount of the transaction.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

Describe the desired outcome of this dispute:

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

I dispute the amount of the transaction.

REASON FOR DISPUTE

I was overcharged for merchandise or an installation service.

[< Select a Different Reason](#)

Select the one that best applies to your dispute.

☒ Purchase of merchandise or an installation service

☐ Return of merchandise

Did you receive a quote for your order or purchase?

☒ Yes

☐ No

Do you have the signed contract providing the exact total for the merchandise or installation service?

☒ Yes

☐ No

☒ Please mail or fax a copy of your documentation to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number.

Describe the desired outcome of this dispute:

Note: Please allow up to 6 weeks for a resolution with the merchant.

Cancel

Continue

CONDITIONAL: IF 'YES' SELECTED

I was overcharged for merchandise or an installation service.

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I'm being overcharged for a transaction.

< Select a Different Reason

In addition to completing this form, please send a copy of the original sales slip and/or an advertisement showing what you believe you should have been charged to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number.

If you're unable to send one of these items please attempt to contact the merchant for an account credit and then complete the following:

Explain briefly why you're unable to provide the documents requested.

When did you attempt to contact the merchant for an account credit?

MM / DD / YYYY

Was your attempt successful?

Yes

No

Describe the merchant's response:

Add Additional Comments (Optional)

Add Additional Comments (Optional)

CancelContinue

I'm being overcharged for a transaction. (Continued)

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'YES' SELECTED

ADDITIONAL COMMENTS EXPANDED STATE

I'm being overcharged for a transaction.

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

The original agreed upon price is different than the billed price.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

What was the original agreed upon price?

\$

Do you have documentation of the original agreed upon price?

Yes

No

Please send a copy of the documentation to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'YES' SELECTED

The original agreed upon price is different than the billed price.

REASON FOR DISPUTE

I haven't received the merchandise.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

Where did you order your merchandise?

Internet

Store

Describe the merchandise you ordered:

When did you expect to receive the merchandise?

MM / DD / YYYY

Described the desired outcome of this dispute:

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

I haven't received the merchandise.

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I'm being charged for a service that I've cancelled.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒

Please try to contact the merchant directly for a credit before continuing.

When did you cancel your service?

MM / DD / YYYY

Explain why you cancelled your service:

When did you attempt to contact the merchant for an account credit?

CONDITIONAL: CO-BRANDED ONLY

CONDITIONAL: IF 'NO' SELECTED

I'm being charged for a service that I've cancelled.

When did you attempt to contact the merchant for an account credit?

MM / DD / YYYY

Was your attempt successful?

☒ Yes

☐ No

Describe the merchant's response:

☒

[Add Additional Comments](#)

If you don't already have proof of cancellation, please try to obtain it for your records.  
Proof of cancellation may include a cancellation number, date, time or email, or the name of the person you spoke to regarding the cancellation.

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'YES' SELECTED

I'm being charged for a service that I've cancelled. (Continued)

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I'm being charged for merchandise that I've returned.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

Do you have a credit receipt?

Yes

No

Please mail a copy of your credit receipt to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax#]. Include your name and account number.

When did you return the merchandise?

MM / DD / YYYY

Explain why you returned the merchandise.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'YES' SELECTED

I'm being charged for merchandise that I've returned.

When did you attempt to contact the merchant for an account credit? (Optional)

MM / DD / YYYY

Was your attempt successful?

Yes

No

Describe the merchant's response:

Was the merchant's return policy provided at the time of purchase?

Yes

No

Please briefly describe the merchant's return policy: (Optional)

Please mail a copy of the return policy to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number.

+ Add Additional Comments

If you don't already have proof of your return, please try to obtain it for your records.

Note: Please allow up to 6 weeks for a resolution with the merchant.

Cancel

Continue

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'YES' SELECTED

CONDITIONAL: IF 'YES' SELECTED

I'm being charged for merchandise that I've returned. (Continued)

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I've been charged for a service I never received.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

The service should have been provided by:

MM / DD / YYYY

Describe the service you expected to receive:

When did you attempt to contact the merchant for an account credit?

MM / DD / YYYY

Was your attempt successful?

Yes

No

Describe the merchant's response:

CONDITIONAL: CO-BRANDED ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'YES' SELECTED

I'm being charged for a service I never received.

+ Add Additional Comments

Note: Please allow up to 6 weeks for a resolution with the merchant.

I'm being charged for a service I never received. (Continued)



Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I was issued a credit, but the credit doesn't appear on my monthly statement.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

Do you have a credit receipt?

Yes

No

Please mail a photocopy of your credit receipt to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax#]. Include your name and account number.

Were you given credit of any kind?

Gift Card

In-store credit for returned merchandise

Credit applied to an exchange

No credit issued

Add Additional Comments

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'YES' SELECTED

I was issued a credit, but the credit doesn't appear on my monthly statement.

REASON FOR DISPUTE

I cancelled an order but did not receive credit.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

Do you have a cancellation number for the order?

Yes

No

Describe the product you ordered:

When did you cancel the order?

MM / DD / YYYY

Describe the desired outcome of this dispute:

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

I cancelled an order but did not receive credit.

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

My dispute is related to credit not given on an internet purchase.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

Was the credit processed more than 30 days ago?

☐ Yes

☒ No

☒ Before continuing, please allow up to 30 days for the credit to post.

What is the amount of the credit?

What is the date of the return?

MM / DD / YYYY

Do you have a tracking number for the order?

☒ Yes

☐ No

Enter order tracking number:

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'YES' SELECTED

My dispute is related to credit not given on an Internet purchase.

Was the merchant's return policy provided at the time of purchase?

☒ Yes

☐ No

Please briefly describe the merchant's return policy: (Optional)

☒ Please mail a copy of the return policy to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number.

CONDITIONAL: IF 'YES' SELECTED

My dispute is related to credit not given on an Internet purchase. (Continued)



Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I dispute the quality of an installation.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒

Please try to contact the merchant directly for a credit before continuing.

What was the date of the installation?

MM / DD / YYYY

What was the type of installation being provided?

Describe the desired outcome of this dispute:

Provide any additional details about the installation service provided or your reason for disputing the charge: (Optional)

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

I dispute the quality of an installation.

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I'm not satisfied with the quality of the service I received.

< [Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

When did you attempt to contact the merchant for an account credit?

MM / DD / YYYY

Was your attempt successful?

☒ Yes

☐ No

Describe the merchant's response:

Describe the desired outcome of this dispute:

Please explain the source of your dissatisfaction, detailing what was promised versus what you received:

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'YES' SELECTED

Please explain the source of your dissatisfaction, detailing what was promised versus what you received:

In addition, send copies of the following by fax to [Partner Fax #] or by mail to [Partner PO Box, City, State, ZIP. Include your name and account number.

- Supporting documents, such as itemized work orders, sales vouchers, bids for service or repair estimates. In situations where work had to be redone, please send a copy of a letter, estimate or invoice from another merchant declaring the original work unsatisfactory.
- A letter or document from another merchant that indicates the original merchant performed incorrect or unnecessary work.
- If applicable, the judgment from court that supports the case was ruled in your favor.
- If applicable, the state or local law which supports your claim.

+ Add Additional Comments

Note: Please allow up to 6 weeks for a resolution with the merchant.

I'm not satisfied with the quality of the service I received. (Continued)

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

The service I received is different from what I originally requested.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

When did you receive the service?

MM / DD / YYYY

Describe the service you expected to receive:

When did you attempt to contact the merchant for an account credit?

MM / DD / YYYY

Was your attempt successful?

Yes

No

Describe the merchant's response:

CONDITIONAL: CO-BRANDED ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'YES' SELECTED

The service I received is different from what I originally requested.

+ Add Additional Comments

Note: Please allow up to 6 weeks for a resolution with the merchant.

The service I received is different from what I originally requested. (Continued)

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

My dispute is related to a delivery/shipping charge.

[< Select a Different Reason](#)

What is the reason for the dispute of the delivery/shipping charge?

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

Describe the desired outcome of this dispute:

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

My dispute is related to a delivery/shipping charge.

REASON FOR DISPUTE

My dispute is related to club and services.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

Do you want to cancel?

☐ Yes

☒ No

What is the reason for the dispute?

Describe the desired outcome of this dispute:

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'NO' SELECTED

My dispute is related to club and services.

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

My dispute is related to an insurance or maintenance agreement.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒

Please try to contact the merchant directly for a credit before continuing.

What is the reason for the dispute?

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

My dispute is related to an insurance or maintenance agreement.

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I'm not satisfied with the quality of the merchandise I received.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

When did you attempt to contact the merchant for an account credit? (Optional)

MM / DD / YYYY

Was your attempt successful?

Yes

No

Describe the merchant's response: (Optional)

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: CO-BRANDED CARDS ONLY

I'm not satisfied with the quality of the merchandise I received.

Describe the merchant's response: (Optional)

Describe the desired outcome of this dispute:

Please explain the source of your dissatisfaction, detailing what was promised versus what you received:

In addition, send copies of the following by fax to [Partner Fax #] or by mail to [Partner PO Box, City, State, ZIP. Include your name and account number.

• Supporting documents, such as itemized work orders, sales vouchers, bids for service or repair estimates. In situations where work had to be redone, please send a copy of a letter, estimate or invoice from another merchant declaring the original work unsatisfactory.

• A letter or document from another merchant that indicates the original merchant performed incorrect or unnecessary work.

• If applicable, the judgment from court that supports the case was ruled in your favor.

• If applicable, the state or local law which supports your claim.

+ Add Additional Comments

Note: Please allow up to 6 weeks for a resolution with the merchant.

I'm not satisfied with the quality of the merchandise I received. (Continued)

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Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I received merchandise that was damaged or defective.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

When did the damaged or defective merchandise arrive?

Describe the damage or defect:

Did you return or try to return the merchandise?

Yes

No

When did you return or try to return the merchandise? (Optional)

When did you attempt to contact the merchant for an account credit?

MM / DD / YYYY

Was your attempt successful?

Yes

No

Describe the merchant's response:

+ Add Additional Comments

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'YES' SELECTED

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'YES' SELECTED

I received merchandise that was damaged or defective.

I received merchandise that was damaged or defective. (Continued)

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

The merchandise I received is different from what I originally ordered.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

Yes

No

Please try to contact the merchant directly for a credit before continuing.

Describe the merchandise you expected to receive:

When did you receive the merchandise that arrived?

MM / DD / YYYY

Did you return or try to return the merchandise?

Yes

No

When did you return or try to return the merchandise? (Optional)

MM / DD / YYYY

When did you attempt to contact the merchant for an account credit?

MM / DD / YYYY

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'YES' SELECTED

The merchandise I received is different from what I originally ordered.

Was your attempt successful?

Yes

No

Describe the merchant's response:

+ Add Additional Comments

Note: If you don't already have proof of return, please try to obtain it for your records.  
Please allow up to 6 weeks for a resolution with the merchant.

Cancel

Continue

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'YES' SELECTED

The merchandise I received is different from what I originally ordered. (Continued)



Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

My dispute is related to a merchandise product dispute.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

What is the reason for this dispute?

Product wasn't received.

When did you order the product?

MM / DD / YYYY

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'PRODUCT WASN'T RECEIVED' SELECTED

My dispute is related to a merchandise product dispute - product not received

REASON FOR DISPUTE

My dispute is related to a merchandise product dispute.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

What is the reason for this dispute?

Product was defective.

Please briefly describe the defect:

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL:CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'PRODUCT WAS DEFECTIVE' SELECTED

My dispute is related to a merchandise product dispute - product was defective

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

My dispute is related to a merchandise product dispute.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒

Please try to contact the merchant directly for a credit before continuing.

What is the reason for this dispute?

Product was returned.

When did you return the product?

MM / DD / YYYY

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'PRODUCT WAS RETURNED' SELECTED

My dispute is related to a merchandise product dispute - product was returned

REASON FOR DISPUTE

My dispute is related to a merchandise product dispute.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒

Please try to contact the merchant directly for a credit before continuing.

What is the reason for this dispute?

A credit is missing.

When did you attempt to contact the merchant for an account credit?

MM / DD / YYYY

Please enter the amount of the missing credit:

\$

Note: Please allow up to 6 weeks for a resolution with the merchant.

CONDITIONAL: IF CO-BRANDED CARD USER ANSWERED 'YES' TO "HAVE YOU ATTEMPTED TO RESOLVE THE DISPUTE WITH THE MERCHANT?"

CONDITIONAL: IF 'A CREDIT IS MISSING' SELECTED

My dispute is related to a merchandise product dispute - credit is missing (Co-Branded users)

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

My dispute is related to a merchandise product dispute.

< [Select a Different Reason](#)

What is the reason for this dispute?

A credit is missing.

Have you attempted to contact the merchant?

☒ Yes

☐ No

SEE COPY FOR CONDITIONAL MESSAGING IF 'NO' SELECTED

When did you attempt to contact the merchant for an account credit?

MM / DD / YYYY

CONDITIONAL: IF 'A CREDIT IS MISSING' SELECTED

CONDITIONAL: IF 'YES' SELECTED

Please enter the amount of the missing credit:

\$

Note: Please allow up to 6 weeks for a resolution with the merchant.

My dispute is related to a merchandise product dispute - credit is missing (Private Label users)

REASON FOR DISPUTE

I agree with the resolution of a previous dispute.

< [Select a Different Reason](#)

Please briefly explain the previous dispute.

I agree with the resolution of a previous dispute.

REASON FOR DISPUTE

I disagree with the resolution of a previous dispute.

< [Select a Different Reason](#)

Please briefly explain the reason you disagree with the dispute resolution:

I disagree with the resolution of a previous dispute.

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I have new information related to a previous dispute.

< Select a Different Reason

Please briefly explain any additional information:

I have new information related to a previous dispute.

REASON FOR DISPUTE

I want to cancel a previously filed dispute.

< Select a Different Reason

Briefly explain your reason for canceling this dispute: (Optional)

I want to cancel a previously filed dispute.

REASON FOR DISPUTE

I need a copy of my ticket for warranty purposes or for my records.

< Select a Different Reason

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

Please describe the original purchase for which you need a copy of your ticket:

I need a copy of my ticket for warranty purposes or for my records.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

Wireframes: Dispute Charge Module - Reason-Specific Forms, Large View

REASON FOR DISPUTE

I need proof of delivery.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

Please describe the original purchase for which you need proof of delivery:

Have you seen a copy of the proof of delivery?

☐ Yes

☒ No

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: CO-BRANDED CARDS ONLY

I need proof of delivery.

REASON FOR DISPUTE

I requested a copy of my ticket, but it has not been received.

[< Select a Different Reason](#)

Have you attempted to resolve the dispute with the merchant?

☐ Yes

☒ No

☒ Please try to contact the merchant directly for a credit before continuing.

Did you make the request more than 6 weeks ago?

☐ Yes

☒ No

☒ Please allow up to 6 weeks to receive a copy of the ticket.

CONDITIONAL: CO-BRANDED CARDS ONLY

CONDITIONAL: IF 'NO' SELECTED

CONDITIONAL: IF 'NO' SELECTED

I requested a copy of my ticket, but it has not been received.

| FUSION: DISPUTE A CHARGE, PAGE TITLE |   |   |                      |                                                                                                                                             |                                                                                                                                                   |     |               |                |                          |        |                                                                                    |
|--------------------------------------|---|---|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------|
| D                                    | T | M | ELEMENT              | COPY                                                                                                                                        | COPY (SPANISH)                                                                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                              |
|                                      |   |   | Page Title           | Dispute a Charge                                                                                                                            | Disputar un cargo                                                                                                                                 |     |               |                |                          |        | Implement as Page Title module                                                     |
| FUSION: DISPUTE A CHARGE, INDIRECT   |   |   |                      |                                                                                                                                             |                                                                                                                                                   |     |               |                |                          |        |                                                                                    |
| D                                    | T | M | ELEMENT              | COPY                                                                                                                                        | COPY (SPANISH)                                                                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                              |
|                                      |   |   | Sub-Header           | Select a Transaction                                                                                                                        | Seleccionar una transacción                                                                                                                       |     |               |                |                          |        | Conditional: Display page if user initiates dispute from Account Services module.  |
|                                      |   |   | Copy/Link            | If you have multiple unrecognized charges or your card has been lost or stolen, <a href="#">please report your card as lost or stolen</a> . | Si tienes varios cargos no reconocidos o si has perdido o te han robado tu tarjeta, <a href="#">denuncia la pérdida o el robo de tu tarjeta</a> . |     |               |                |                          |        | Launches Lost/Stolen process.                                                      |
|                                      |   |   | Text                 | Review your account activity. Select the transaction you’d like to dispute.                                                                 | Revisa la actividad de tu cuenta. Selecciona la transacción que deseas disputar.                                                                  |     |               |                |                          |        |                                                                                    |
|                                      |   |   | Dropdown Label       | Filter by Statement Period                                                                                                                  | Filtrar por Período de estado de cuenta                                                                                                           |     |               |                |                          |        |                                                                                    |
|                                      |   |   | Dropdown Element     | Recent Activity                                                                                                                             | Actividad reciente                                                                                                                                |     |               |                |                          |        | Default menu selection.                                                            |
|                                      |   |   | Dropdown Option      | MMM DD, YYYY                                                                                                                                | MMM DD de AAAA                                                                                                                                    |     |               |                |                          |        | Up to 6 months.                                                                    |
|                                      |   |   | Text                 | You have no transactions to dispute for this period.                                                                                        | No tienes transacciones para disputar durante este período.                                                                                       |     |               |                |                          |        | Conditional: If no transactions to dispute for activity/statement period selected. |
|                                      |   |   | Column Header        | SELECT                                                                                                                                      | SELECCIONAR                                                                                                                                       |     |               |                |                          |        |                                                                                    |
|                                      |   |   | Radio Button         | <a href="#">[Radio Button Icon]</a>                                                                                                         |                                                                                                                                                   |     |               |                |                          |        | Once for each transaction.                                                         |
|                                      |   |   | Column Header/Link   | <a href="#">DATE</a>                                                                                                                        | <a href="#">FECHA</a>                                                                                                                             |     |               |                |                          |        | Sorts transactions chronologically, most recent first. onClick reverses order.     |
|                                      |   |   | Dynamic Data         | <a href="#">[MMM DD]</a>                                                                                                                    | <a href="#">[MMM DD]</a>                                                                                                                          |     |               |                |                          |        | Once for each transaction.                                                         |
|                                      |   |   | Column Headers/ Link | <a href="#">DESCRIPTION</a>                                                                                                                 | <a href="#">DESCRIPCIÓN</a>                                                                                                                       |     |               |                |                          |        | Sorts transactions alphabetically by description, A-Z. onClick reverses order.     |
|                                      |   |   | Dynamic Data         | <a href="#">[Transaction Description]</a>                                                                                                   | <a href="#">[Transaction Description]</a>                                                                                                         |     |               |                |                          |        | Once for each transaction.                                                         |



|  |  |  |                         |                                 |                                 |                      |                                |  |  |  |                                                                                                                                                        |
|--|--|--|-------------------------|---------------------------------|---------------------------------|----------------------|--------------------------------|--|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Column Headers/<br>Link | AMOUNT                          | MONTO                           |                      |                                |  |  |  | Sorts transactions by amount, largest to smallest. onClick reverses order.                                                                             |
|  |  |  | Dynamic Data            | [\$XXX.XX]                      | [\$XXX.XX]                      |                      |                                |  |  |  |                                                                                                                                                        |
|  |  |  | Link                    | [Expand/Collapse]               |                                 | Transaction details. | Detalles de las transacciones. |  |  |  | Expands/hides transaction details.                                                                                                                     |
|  |  |  | Field Label             | TYPE                            | TIPO                            |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |
|  |  |  | Dynamic Data            | [Source IFX TrnTypeSource Data] | [Source IFX TrnTypeSource Data] |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |
|  |  |  | Field Label             | POST DATE                       | FECHA DE REGISTRO               |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |
|  |  |  | Dynamic Data            | [MM/DD/YYYY]                    | [MM/DD/YYYY]                    |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |
|  |  |  | Field Label             | MERCHANT CATEGORY               | CATEGORÍA DE COMERCIANTE        |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.<br><br>Displays only for purchases.                           |
|  |  |  | Dynamic Data            | [Merchant Category]             | [Categoría de Comerciante]      |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.<br><br>Display N/A if no Merchant Category value is returned. |
|  |  |  | Field Label             | REFERENCE NUMBER                | NÚMERO DE REFERENCIA            |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |

|                                           |   |   |                  |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                           |     |               |                                                                                                                |                                                                                                                       |        |                                                                                                                              |
|-------------------------------------------|---|---|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------|
|                                           |   |   | Dynamic Data     | [Reference Number]                                                                                                                                                                                                                      | [Número de referencia]                                                                                                                                                                                                                                                    |     |               |                                                                                                                |                                                                                                                       |        | Conditional: Displays in “transaction details” expanded view. Once for each transaction.<br><br>Conditional: N/A for AutoPay |
|                                           |   |   | Link             | <a href="#">Cancel</a>                                                                                                                                                                                                                  | <a href="#">Cancelar</a>                                                                                                                                                                                                                                                  |     |               |                                                                                                                |                                                                                                                       |        |                                                                                                                              |
|                                           |   |   | Link             | <a href="#">Continue</a>                                                                                                                                                                                                                | <a href="#">Continuar</a>                                                                                                                                                                                                                                                 |     |               | Client side error, module level, if no Transaction selected:<br><b>Please select a transaction to dispute.</b> | Client side error, module level, if no Transaction selected:<br><b>Seleccione una transacción que desee disputar.</b> |        |                                                                                                                              |
|                                           |   |   | Conditional Copy | Please select a transaction to dispute.                                                                                                                                                                                                 | Selecciona una transacción que desees disputar.                                                                                                                                                                                                                           |     |               |                                                                                                                |                                                                                                                       |        | Conditional: Module-Level Error if user if no is transaction selected.                                                       |
| FUSION: TAKEOVER STATE—ACCOUNT STATUS     |   |   |                  |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                           |     |               |                                                                                                                |                                                                                                                       |        |                                                                                                                              |
| D                                         | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                    | COPY (SPANISH)                                                                                                                                                                                                                                                            | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                 | ERROR MESSAGES (SPANISH)                                                                                              | CMS ID | NOTES                                                                                                                        |
|                                           |   |   | Header           | Please Contact Customer Service                                                                                                                                                                                                         | Comunícate con Servicio al Cliente                                                                                                                                                                                                                                        |     |               |                                                                                                                |                                                                                                                       |        |                                                                                                                              |
|                                           |   |   | Dynamic Copy     | To dispute a charge, please contact a Customer Service representative at [XXX-XXX-XXXX].<br><br>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].<br><br>HOURS<br>[Day-Day HH:MM am/pm -HH:MM am/pm TZ] | Para disputar un cargo, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].<br><br>Si te encuentras fuera de los EE. UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]<br><br>HORARIO<br>[Day-Day HH:MM am/pm -HH:MM am/pm TZ] |     |               |                                                                                                                |                                                                                                                       |        | CIL error code XXX<br><br>Message appears if the user’s account status bars them from updating this information.             |
|                                           |   |   | Button           | <a href="#">Go to Help &amp; Contact</a>                                                                                                                                                                                                | <a href="#">Ir a Ayuda y Contacto</a>                                                                                                                                                                                                                                     |     |               |                                                                                                                |                                                                                                                       |        |                                                                                                                              |
|                                           |   |   | Button           | <a href="#">Go to Credit Home</a>                                                                                                                                                                                                       | (Translation needed.)                                                                                                                                                                                                                                                     |     |               |                                                                                                                |                                                                                                                       |        |                                                                                                                              |
| FUSION: DISPUTE A CHARGE, SELECT A REASON |   |   |                  |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                           |     |               |                                                                                                                |                                                                                                                       |        |                                                                                                                              |
| D                                         | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                    | COPY (SPANISH)                                                                                                                                                                                                                                                            | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                 | ERROR MESSAGES (SPANISH)                                                                                              | CMS ID | NOTES                                                                                                                        |
|                                           |   |   | Header           | Select a Reason                                                                                                                                                                                                                         | Seleccionar un motivo                                                                                                                                                                                                                                                     |     |               |                                                                                                                |                                                                                                                       |        |                                                                                                                              |



|  |  |  |                 |                                                                                                                                             |                                                                                                                                                   |                      |                                |  |  |  |                                                                                                                                                        |
|--|--|--|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------------------------|--|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Copy/Link       | If you have multiple unrecognized charges or your card has been lost or stolen, <a href="#">please report your card as lost or stolen</a> . | Si tienes varios cargos no reconocidos o si has perdido o te han robado tu tarjeta, <a href="#">denuncia la pérdida o el robo de tu tarjeta</a> . |                      |                                |  |  |  | Launches Lost/Stolen process.                                                                                                                          |
|  |  |  | Table Header    | Transaction Details                                                                                                                         | Detalles de las transacciones                                                                                                                     |                      |                                |  |  |  |                                                                                                                                                        |
|  |  |  | Dynamic Content | [MMM DD]                                                                                                                                    | [MMM DD]                                                                                                                                          |                      |                                |  |  |  |                                                                                                                                                        |
|  |  |  | Dynamic Content | [Transaction Description]                                                                                                                   | [Transaction Description]                                                                                                                         |                      |                                |  |  |  |                                                                                                                                                        |
|  |  |  | Dynamic Copy    | [\$XXX.XX]                                                                                                                                  | [\$XXX.XX]                                                                                                                                        |                      |                                |  |  |  |                                                                                                                                                        |
|  |  |  | Link            | [Expand/Collapse]                                                                                                                           |                                                                                                                                                   | Transaction details. | Detalles de las transacciones. |  |  |  | Expands/hides transaction details.                                                                                                                     |
|  |  |  | Field Label     | TYPE                                                                                                                                        | TIPO                                                                                                                                              |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |
|  |  |  | Dynamic Data    | [Source IFX TrnTypeSource Data]                                                                                                             | [Source IFX TrnTypeSource Data]                                                                                                                   |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |
|  |  |  | Field Label     | POST DATE                                                                                                                                   | FECHA DE REGISTRO                                                                                                                                 |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |
|  |  |  | Dynamic Data    | [MM/DD/YYYY]                                                                                                                                | [MM/DD/YYYY]                                                                                                                                      |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |
|  |  |  | Field Label     | MERCHANT CATEGORY                                                                                                                           | CATEGORÍA DE COMERCIANTE                                                                                                                          |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.<br><br>Displays only for purchases.                           |
|  |  |  | Dynamic Data    | [Merchant Category]                                                                                                                         | [Categoria de Comerciante]                                                                                                                        |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.<br><br>Display N/A if no Merchant Category value is returned. |

|  |  |  |                  |                                                                                                      |                                                                                                                 |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |
|--|--|--|------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Label      | REFERENCE NUMBER                                                                                     | NÚMERO DE REFERENCIA                                                                                            |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                     |
|  |  |  | Dynamic Data     | [Reference Number]                                                                                   | [Reference Number]                                                                                              |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  | Conditional: Displays in “transaction details” expanded view. Once for each transaction.<br><br>Conditional: N/A for AutoPay |
|  |  |  | Field Label      | Dispute Amount                                                                                       | Disputar monto                                                                                                  |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |
|  |  |  | Dynamic Data     | [\$XXX.XX]                                                                                           | [\$XXX.XX]                                                                                                      |                               |                                                        | Client side error, field level — If left blank:<br>Please enter an amount to dispute.<br><br>— If exceeds transaction amount:<br>Please enter an amount less than or equal to the transaction amount. | Client side error, field level — If left blank:<br>Ingresa el monto que se va a disputar.<br><br>— If exceeds transaction amount:<br>Ingresa un monto inferior o igual al monto de la transacción. |  | Prepopulated with transaction amount. User can alter.                                                                        |
|  |  |  | Link             | [Tooltip Icon]                                                                                       | [Tooltip Icon]                                                                                                  | Open Dispute Amount tooltip.  | Abrir la sugerencia de la herramienta Disputar monto.  |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |
|  |  |  | Tooltip Header   | Dispute Amount                                                                                       | Disputar monto                                                                                                  |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |
|  |  |  | Tooltip Text     | You have the option to dispute the full transaction amount or enter a portion in the provided field. | Tienes la opción de disputar el monto total de la transacción o introducir una parte en el campo proporcionado. |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |
|  |  |  | Link             | [Close Icon]                                                                                         | [Close Icon]                                                                                                    | Close Dispute Amount tooltip. | Cerrar la sugerencia de la herramienta Disputar monto. |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |
|  |  |  | Link             | Select a Different Transaction                                                                       | Seleccionar otra transacción                                                                                    |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  | Launches “Review Transactions” page.                                                                                         |
|  |  |  | Dropdown Label   | Reason for Dispute                                                                                   | Motivo de la disputa                                                                                            |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |
|  |  |  | Dropdown Element | Select a Category                                                                                    | Seleccionar una categoría                                                                                       |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |
|  |  |  | Dropdown Element | Charge not recognized or authorized                                                                  | Cargo no reconocido o no autorizado                                                                             |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |
|  |  |  | Dropdown Element | Wrong amount/overcharge/recurring charge                                                             | Monto/cargo excesivo/cargo recurrente incorrecto                                                                |                               |                                                        |                                                                                                                                                                                                       |                                                                                                                                                                                                    |  |                                                                                                                              |

|                                                                                        |   |   |                               |                                                                                           |                                                                                   |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|----------------------------------------------------------------------------------------|---|---|-------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                        |   |   | Dropdown Element              | Missing/cancelled/returned                                                                | Omisión/cancelación/ devolución                                                   |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Dropdown Element              | Missing credit                                                                            | Omisión de un crédito                                                             |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Dropdown Element              | Quality of service and installation                                                       | Calidad del servicio y la instalación                                             |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Dropdown Element              | Quality of merchandise                                                                    | Calidad de la mercancía                                                           |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Dropdown Element              | Existing or previous dispute                                                              | Disputa existente o anterior                                                      |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Dropdown Element              | Document request                                                                          | Solicitud de documentos                                                           |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Button                        | Cancel                                                                                    | Cancelar                                                                          |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Button                        | Continue                                                                                  | Continuar                                                                         |     |               | Client side error, field level — If no Category selected from dropdown menu:<br>Please select a reason for your dispute.<br><br>Client side error, field level — If no Sub-Category selected:<br>Please make a selection about the nature of your dispute. | Client side error, field level — If no Category selected from dropdown menu:<br>Selecciona un motivo para tu disputa.<br><br>Client side error, field level — If no Sub-Category selected:<br>Selecciona la naturaleza de tu disputa. |        |                                                                                                                                                          |
| FUSION: DISPUTE A CHARGE, DROPDOWN CATEGORY STATE, CHARGE NOT RECOGNIZED OR AUTHORIZED |   |   |                               |                                                                                           |                                                                                   |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
| D                                                                                      | T | M | ELEMENT                       | COPY                                                                                      | COPY (SPANISH)                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                             | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                              | CMS ID | NOTES                                                                                                                                                    |
|                                                                                        |   |   | Dropdown Element              | Charge not recognized or authorized                                                       | Cargo no reconocido o no autorizado                                               |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Radio Button                  | I’m being billed or charged for a transaction that I don’t recognize and didn’t authorize | Me están facturando o cobrando una transacción que no reconozco y que no autorice |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Radio Button                  | I’m being charged for a transaction that I paid for using a different method              | Me están cobrando una transacción que pagué utilizando un método diferente        |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        |                                                                                                                                                          |
|                                                                                        |   |   | Section-Level Status Feedback | Are you disputing 3 or more transactions?                                                 | ¿Está disputando 3 o más transacciones?                                           |     |               |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                       |        | Conditional: Appears when user selects first option: “Charge not recognized or authorized.” If “Yes,” triggers modal directing user to Lost/Stolen flow. |

|                                                      |   |   |                               |                                                                                                                                                                                         |                                                                                                                                                                                                                                 |                                                    |                                                                           |                                                                                                                                   |                                                                                                                           |        |                                                                                                                                                                                                                                                                      |
|------------------------------------------------------|---|---|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      |   |   | Radio Buttons                 | Yes/No                                                                                                                                                                                  | Sí/No                                                                                                                                                                                                                           |                                                    |                                                                           | Client-side error message, if no radio button is selected:<br>Please indicate whether you are disputing 3 or more transactions.   | Client-side error message, if no radio button is selected:<br>Indica si estás disputando 3 o más transacciones            |        |                                                                                                                                                                                                                                                                      |
|                                                      |   |   | Section-Level Status Feedback | Are you disputing a transaction over \$500?                                                                                                                                             | ¿Estás disputando una transacción de más de \$500?                                                                                                                                                                              |                                                    |                                                                           |                                                                                                                                   |                                                                                                                           |        | Conditional: Appears when user selects first option: “Charge not recognized or authorized.” If “Yes,” triggers modal directing user to Lost/Stolen flow.<br><br>Conditional: Does NOT appear if user arrives via Account Activity and selected charge is over \$500. |
|                                                      |   |   | Radio Buttons                 | Yes/No                                                                                                                                                                                  | Sí/No                                                                                                                                                                                                                           |                                                    |                                                                           | Client-side error message, if no radio button is selected:<br>Please indicate whether you are disputing a transaction over \$500. | Client-side error message, if no radio button is selected:<br>Indica si estás disputando una transacción de más de \$500. |        |                                                                                                                                                                                                                                                                      |
| FUSION: DISPUTE A CHARGE, LOST/STOLEN REDIRECT MODAL |   |   |                               |                                                                                                                                                                                         |                                                                                                                                                                                                                                 |                                                    |                                                                           |                                                                                                                                   |                                                                                                                           |        |                                                                                                                                                                                                                                                                      |
| D                                                    | T | M | ELEMENT                       | COPY                                                                                                                                                                                    | COPY (SPANISH)                                                                                                                                                                                                                  | ADA                                                | ADA (SPANISH)                                                             | ERROR MESSAGES                                                                                                                    | ERROR MESSAGES (SPANISH)                                                                                                  | CMS ID | NOTES                                                                                                                                                                                                                                                                |
|                                                      |   |   | Header                        | Report Your Card Lost or Stolen                                                                                                                                                         | Denuncia la pérdida o el robo de tu tarjeta                                                                                                                                                                                     |                                                    |                                                                           |                                                                                                                                   |                                                                                                                           |        |                                                                                                                                                                                                                                                                      |
|                                                      |   |   | Text                          | For your security, we ask that you now report your card lost or stolen. The number or dollar amount of disputed charges suggests a potential security risk. Select Continue to proceed. | Por tu seguridad, te pedimos que denuncies ahora el robo o la pérdida de tu tarjeta. La cantidad o el monto en dólares de los cargos en disputa sugieren un posible riesgo a la seguridad. Selecciona Continuar para proseguir. |                                                    |                                                                           |                                                                                                                                   |                                                                                                                           |        |                                                                                                                                                                                                                                                                      |
|                                                      |   |   | Button                        | Cancel                                                                                                                                                                                  | Cancelar                                                                                                                                                                                                                        | Cancel and return to select dispute reason screen. | Cancela y regresa a la pantalla para seleccionar el motivo de la disputa. |                                                                                                                                   |                                                                                                                           |        |                                                                                                                                                                                                                                                                      |
|                                                      |   |   | Button                        | Continue                                                                                                                                                                                | Continuar                                                                                                                                                                                                                       | Continue to report your card as lost or stolen.    | Continúa para denunciar la pérdida o el robo de tu tarjeta.               |                                                                                                                                   |                                                                                                                           |        | Directs user to Lost/Stolen flow.                                                                                                                                                                                                                                    |

| FUSION: DISPUTE A CHARGE, DROPDOWN CATEGORY STATE, WRONG AMOUNT/OVERCHARGE/RECURRING CHARGE |   |   |                  |                                                              |                                                                   |     |               |                |                          |        |                                  |
|---------------------------------------------------------------------------------------------|---|---|------------------|--------------------------------------------------------------|-------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------|
| D                                                                                           | T | M | ELEMENT          | COPY                                                         | COPY (SPANISH)                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                            |
|                                                                                             |   |   | Dropdown Element | Wrong amount/overcharge/recurring charge                     | Monto/cargo excesivo/cargo recurrente incorrecto                  |     |               |                |                          |        |                                  |
|                                                                                             |   |   | Radio Button     | My dispute is related to a recurring charge                  | Mi disputa está relacionada con un cargo recurrente               |     |               |                |                          |        | Conditional content for BBY only |
|                                                                                             |   |   | Radio Button     | My dispute is related to price match                         | Mi disputa está relacionada con una igualación de precios         |     |               |                |                          |        | Conditional content for BBY only |
|                                                                                             |   |   | Radio Button     | I dispute the amount of the transaction                      | Estoy disputando el monto de la transacción                       |     |               |                |                          |        |                                  |
|                                                                                             |   |   | Radio Button     | I have been double-billed                                    | Me han facturado dos veces                                        |     |               |                |                          |        | Conditional content for BBY only |
|                                                                                             |   |   | Radio Button     | I was overcharged for merchandise or an installation service | Me cobraron de más por una mercancía o un servicio de instalación |     |               |                |                          |        |                                  |
|                                                                                             |   |   | Radio Button     | I'm being overcharged for a transaction                      | Me están cobrando de más por una transacción                      |     |               |                |                          |        |                                  |
|                                                                                             |   |   | Radio Button     | The original agreed price is different than the billed price | El precio original acordado es diferente al precio facturado      |     |               |                |                          |        |                                  |
| FUSION: DISPUTE A CHARGE, DROPDOWN CATEGORY STATE, MISSING/CANCELED/RETURNED                |   |   |                  |                                                              |                                                                   |     |               |                |                          |        |                                  |
| D                                                                                           | T | M | ELEMENT          | COPY                                                         | COPY (SPANISH)                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                            |
|                                                                                             |   |   | Dropdown Element | Missing/canceled/returned                                    | Omisión/cancelación/devolución                                    |     |               |                |                          |        |                                  |
|                                                                                             |   |   | Radio Button     | I haven't received the merchandise                           | No he recibido la mercancía                                       |     |               |                |                          |        |                                  |
|                                                                                             |   |   | Radio Button     | I'm being charged for a service that I've cancelled          | Me están cobrando un servicio que he cancelado                    |     |               |                |                          |        |                                  |
|                                                                                             |   |   | Radio Button     | I'm being charged for merchandise that I've returned         | Me están cobrando por mercancía que he devuelto                   |     |               |                |                          |        |                                  |
|                                                                                             |   |   | Radio Button     | I've been charged for a service I never received             | Me han cobrado por un servicio que nunca recibí                   |     |               |                |                          |        |                                  |
| FUSION: DISPUTE A CHARGE, DROPDOWN CATEGORY STATE, MISSING CREDIT                           |   |   |                  |                                                              |                                                                   |     |               |                |                          |        |                                  |
| D                                                                                           | T | M | ELEMENT          | COPY                                                         | COPY (SPANISH)                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                            |
|                                                                                             |   |   | Dropdown Element | Missing credit                                               | Omisión de un crédito                                             |     |               |                |                          |        |                                  |

|                                                                                        |   |   |                  |                                                                              |                                                                                     |     |               |                |                          |        |                                  |
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|                                                                                        |   |   | Radio Button     | I was issued a credit, but the credit doesn't appear on my monthly statement | Me otorgaron un crédito, pero el crédito no aparece en mi estado de cuenta mensual. |     |               |                |                          |        |                                  |
|                                                                                        |   |   | Radio Button     | I cancelled an order but did not receive credit                              | Cancelé un pedido, pero no recibí el crédito                                        |     |               |                |                          |        |                                  |
|                                                                                        |   |   | Radio Button     | My dispute is related to credit not given on an internet purchase            | Mi disputa está relacionada con un crédito no otorgado sobre una compra en Internet |     |               |                |                          |        |                                  |
|                                                                                        |   |   | Radio Button     | I've been charged for a service I never received                             | Me han cobrado por un servicio que nunca recibí                                     |     |               |                |                          |        |                                  |
| FUSION: DISPUTE A CHARGE, DROPDOWN CATEGORY STATE, QUALITY OF SERVICE and INSTALLATION |   |   |                  |                                                                              |                                                                                     |     |               |                |                          |        |                                  |
| D                                                                                      | T | M | ELEMENT          | COPY                                                                         | COPY (SPANISH)                                                                      | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                            |
|                                                                                        |   |   | Dropdown Element | Quality of service and installation                                          | Calidad del servicio y la instalación                                               |     |               |                |                          |        |                                  |
|                                                                                        |   |   | Radio Button     | My dispute is related to Geek Squad                                          | Mi disputa está relacionada con Geek Squad                                          |     |               |                |                          |        | Conditional content for BBY only |
|                                                                                        |   |   | Radio Button     | My dispute is related to a tool rental                                       | Mi disputa está relacionada con el alquiler de herramientas                         |     |               |                |                          |        | Conditional content for THD only |
|                                                                                        |   |   | Radio Button     | My dispute is related to a measurement fee                                   | Mi disputa está relacionada con un cargo por medición                               |     |               |                |                          |        | Conditional content for THD only |
|                                                                                        |   |   | Radio Button     | I dispute the quality of an installation                                     | Estoy disputando la calidad de una instalación                                      |     |               |                |                          |        |                                  |
|                                                                                        |   |   | Radio Button     | I'm not satisfied with the quality of the service I received                 | No estoy satisfecho con la calidad del servicio que recibí                          |     |               |                |                          |        |                                  |
|                                                                                        |   |   | Radio Button     | The service I received is different from what I originally requested         | El servicio que recibí es diferente del que solicité originalmente                  |     |               |                |                          |        |                                  |
|                                                                                        |   |   | Radio Button     | My dispute is related to a delivery/shipping charge                          | Mi disputa está relacionada con un cargo por entrega/envío                          |     |               |                |                          |        |                                  |
|                                                                                        |   |   | Radio Button     | My dispute is related to club and services                                   | Mi disputa está relacionada con un club y sus servicios                             |     |               |                |                          |        |                                  |
|                                                                                        |   |   | Radio Button     | My dispute is related to an insurance/maintenance agreement                  | Mi disputa está relacionada con un contrato de seguro/mantenimiento                 |     |               |                |                          |        |                                  |



|                                                                                 |   |   |                  |                                                                                  |                                                                                           |     |               |                |                          |        |                                                 |
|---------------------------------------------------------------------------------|---|---|------------------|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------------------------------------------------|
|                                                                                 |   |   | Radio Button     | My complaint is related to a store                                               | Mi reclamo está relacionado con una tienda                                                |     |               |                |                          |        | Conditional content for Specialty Merchant only |
| FUSION: DISPUTE A CHARGE, DROPDOWN CATEGORY STATE, QUALITY OF MERCHANDISE       |   |   |                  |                                                                                  |                                                                                           |     |               |                |                          |        |                                                 |
| D                                                                               | T | M | ELEMENT          | COPY                                                                             | COPY (SPANISH)                                                                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                           |
|                                                                                 |   |   | Dropdown Element | Quality of merchandise                                                           | Calidad de la mercancía                                                                   |     |               |                |                          |        |                                                 |
|                                                                                 |   |   | Radio Button     | I'm not satisfied with the quality of the merchandise I received                 | No estoy satisfecho con la calidad de la mercancía que recibí                             |     |               |                |                          |        |                                                 |
|                                                                                 |   |   | Radio Button     | The merchandise I received arrived damaged or defective                          | La mercancía que recibí llegó dañada o con defectos                                       |     |               |                |                          |        |                                                 |
|                                                                                 |   |   | Radio Button     | The merchandise I received is different from what I originally ordered           | La mercancía que recibí es diferente de la que pedí originalmente                         |     |               |                |                          |        |                                                 |
|                                                                                 |   |   | Radio Button     | My dispute is related to a delivery/ shipping charge                             | Mi disputa está relacionada con un cargo por entrega/envío                                |     |               |                |                          |        |                                                 |
|                                                                                 |   |   | Radio Button     | My dispute is related to a merchandise product dispute                           | Mi disputa está relacionada con una disputa de un producto                                |     |               |                |                          |        |                                                 |
| FUSION: DISPUTE A CHARGE, DROPDOWN CATEGORY STATE, EXISTING OR PREVIOUS DISPUTE |   |   |                  |                                                                                  |                                                                                           |     |               |                |                          |        |                                                 |
| D                                                                               | T | M | ELEMENT          | COPY                                                                             | COPY (SPANISH)                                                                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                           |
|                                                                                 |   |   | Radio Button     | I agree with the resolution of a previous dispute                                | Estoy de acuerdo con la resolución de una disputa anterior                                |     |               |                |                          |        |                                                 |
|                                                                                 |   |   | Radio Button     | I disagree with the resolution of a previous dispute and/or have new information | No estoy de acuerdo con la resolución de una disputa anterior y/o tengo nueva información |     |               |                |                          |        |                                                 |
|                                                                                 |   |   | Radio Button     | I have new information related to a previous dispute                             | Tengo nueva información relacionada con una disputa anterior                              |     |               |                |                          |        |                                                 |
|                                                                                 |   |   | Radio Button     | I want to cancel a previously filed dispute                                      | Deseo cancelar una disputa presentada con anterioridad                                    |     |               |                |                          |        |                                                 |
| FUSION: DISPUTE A CHARGE, DROPDOWN CATEGORY STATE, DOCUMENT REQUEST             |   |   |                  |                                                                                  |                                                                                           |     |               |                |                          |        |                                                 |
| D                                                                               | T | M | ELEMENT          | COPY                                                                             | COPY (SPANISH)                                                                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                           |
|                                                                                 |   |   | Dropdown Element | Document request                                                                 | Solicitud de documentos                                                                   |     |               |                |                          |        |                                                 |
|                                                                                 |   |   | Radio Button     | I need a copy of my ticket for warranty purposes or for my records.              | Necesito una copia de mi recibo con fines de garantía o para mis registros                |     |               |                |                          |        |                                                 |

|                                            |   |   |                 |                                                               |                                                         |                      |                                |                |                          |        |                                                                                                                              |
|--------------------------------------------|---|---|-----------------|---------------------------------------------------------------|---------------------------------------------------------|----------------------|--------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------------|
|                                            |   |   | Radio Button    | I need proof of delivery                                      | Necesito un comprobante de entrega                      |                      |                                |                |                          |        |                                                                                                                              |
|                                            |   |   | Radio Button    | I requested a copy of my ticket, but it has not been received | Solicité una copia de mi recibo, pero no la he recibido |                      |                                |                |                          |        |                                                                                                                              |
| FUSION: DISPUTE A CHARGE — PROVIDE DETAILS |   |   |                 |                                                               |                                                         |                      |                                |                |                          |        |                                                                                                                              |
| D                                          | T | M | ELEMENT         | COPY                                                          | COPY (SPANISH)                                          | ADA                  | ADA (SPANISH)                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                        |
|                                            |   |   | Header          | Provide Details                                               | Proporcionar detalles                                   |                      |                                |                |                          |        |                                                                                                                              |
|                                            |   |   | Table Header    | Transaction Details                                           | Detalles de las transacciones                           |                      |                                |                |                          |        |                                                                                                                              |
|                                            |   |   | Dynamic Content | [MMM DD]                                                      | [MMM DD]                                                |                      |                                |                |                          |        |                                                                                                                              |
|                                            |   |   | Dynamic Content | [Transaction Description]                                     | [Transaction Description]                               |                      |                                |                |                          |        |                                                                                                                              |
|                                            |   |   | Dynamic Copy    | [\$XXX.XX]                                                    | [\$XXX.XX]                                              |                      |                                |                |                          |        |                                                                                                                              |
|                                            |   |   | Link            | [Expand/Collapse]                                             |                                                         | Transaction details. | Detalles de las transacciones. |                |                          |        | Expands/hides transaction details.                                                                                           |
|                                            |   |   | Field Label     | TYPE                                                          | TIPO                                                    |                      |                                |                |                          |        | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                     |
|                                            |   |   | Dynamic Data    | [Source IFX TrnTypeSource Data]                               | [Source IFX TrnTypeSource Data]                         |                      |                                |                |                          |        | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                     |
|                                            |   |   | Field Label     | POST DATE                                                     | FECHA DE REGISTRO                                       |                      |                                |                |                          |        | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                     |
|                                            |   |   | Dynamic Data    | [MM/DD/YYYY]                                                  | [MM/DD/YYYY]                                            |                      |                                |                |                          |        | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                     |
|                                            |   |   | Field Label     | MERCHANT CATEGORY                                             | CATEGORÍA DE COMERCIANTE                                |                      |                                |                |                          |        | Conditional: Displays in “transaction details” expanded view. Once for each transaction.<br><br>Displays only for purchases. |



|                                                                                                                      |   |   |                 |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                         |     |               |                |                          |        |                                                                                                                                                        |
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|                                                                                                                      |   |   | Dynamic Data    | [Merchant Category]                                                                                                                                                                                                                     | [ Categoria de Comerciante]                                                                                                                                                                                                                             |     |               |                |                          |        | Conditional: Displays in “transaction details” expanded view. Once for each transaction.<br><br>Display N/A if no Merchant Category value is returned. |
|                                                                                                                      |   |   | Field Label     | REFERENCE NUMBER                                                                                                                                                                                                                        | NÚMERO DE REFERENCIA                                                                                                                                                                                                                                    |     |               |                |                          |        | Conditional: Displays in “transaction details” expanded view. Once for each transaction.                                                               |
|                                                                                                                      |   |   | Dynamic Data    | [Reference Number]                                                                                                                                                                                                                      | [Reference Number]                                                                                                                                                                                                                                      |     |               |                |                          |        | Conditional: Displays in “transaction details” expanded view. Once for each transaction.<br><br>Conditional: N/A for AutoPay                           |
|                                                                                                                      |   |   | Field Label     | DISPUTE AMOUNT                                                                                                                                                                                                                          | DISPUTAR MONTO                                                                                                                                                                                                                                          |     |               |                |                          |        |                                                                                                                                                        |
|                                                                                                                      |   |   | Dynamic Data    | [\$XXX.XX]                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                         |     |               |                |                          |        |                                                                                                                                                        |
|                                                                                                                      |   |   | Field Header    | REASON FOR DISPUTE                                                                                                                                                                                                                      | MOTIVO DE LA DISPUTA                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                                                                                                                        |
|                                                                                                                      |   |   | Dynamic Content | [Reason for Dispute]                                                                                                                                                                                                                    | [Reason for Dispute]                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                                                                                                                        |
|                                                                                                                      |   |   | Link            | Select a Different Reason                                                                                                                                                                                                               | Seleccionar otro motivo                                                                                                                                                                                                                                 |     |               |                |                          |        | Returns user to “Select a Transaction” page.                                                                                                           |
| FUSION: DISPUTE A CHARGE — I’M BEING BILLED OR CHARGED FOR A TRANSACTION THAT I DON’T RECOGNIZE AND DIDN’T AUTHORIZE |   |   |                 |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                         |     |               |                |                          |        |                                                                                                                                                        |
| D                                                                                                                    | T | M | ELEMENT         | COPY                                                                                                                                                                                                                                    | COPY (SPANISH)                                                                                                                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                  |
|                                                                                                                      |   |   | Text            | I’m being billed or charged for a transaction that I don’t recognize and didn’t authorize.                                                                                                                                              | Me están facturando o cobrando una transacción que no reconozco y que no autoricé                                                                                                                                                                       |     |               |                |                          |        |                                                                                                                                                        |
|                                                                                                                      |   |   | Copy            | This dispute confirms that neither you nor anyone authorized by you:<br><br>1) approved a transaction for [\$\$\$XX] billed to your account by [Merchant]<br>2) received any merchandise and/or service represented by this transaction | Esta disputa confirma que ni usted ni ninguna otra persona autorizada por usted:<br><br>1) aprobó una transacción de [\$\$\$XX] facturada en su cuenta de [Merchant]<br>2) recibió las mercancías y/o los servicios representados por esta transacción. |     |               |                |                          |        |                                                                                                                                                        |

|                                                                                                       |   |   |                               |                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|-------------------------------------------------------------------------------------------------------|---|---|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------|
|                                                                                                       |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                                                                                                                                                                                                                                                                   | ¿Has intentado resolver la disputa con el comerciante?                                                                                                                                                                                                                                                                                                         |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.   | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                       |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                                       |   |   | Radio Buttons                 | Yes/No                                                                                                                                                                                                                                                                                                                         | Sí/No                                                                                                                                                                                                                                                                                                                                                          |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                                       |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.                                                                                                                                                                                                                                                    | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar.                                                                                                                                                                                                                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                                                       |   |   | Copy                          | Note: Some business establishments use their corporate names or addresses when billing certain transactions. This may be different from their public name or address.<br><br>If your card has been lost or stolen or you haven't received it, don't complete this form. Call Customer Service immediately at [1-800-XXX-XXXX]. | Nota: Algunos establecimientos comerciales usan sus nombres o direcciones corporativos al facturar determinadas transacciones. Estos pueden diferir de sus nombres o direcciones públicos.<br><br>Si has perdido o te han robado su tarjeta, o no la has recibido, no completes este formulario. Llama de inmediato a Servicio al Cliente al [1-800-XXX-XXXX]. |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|                                                                                                       |   |   | Link                          | + Add Additional Comments                                                                                                                                                                                                                                                                                                      | + Agregar comentarios adicionales                                                                                                                                                                                                                                                                                                                              |     |               |                                                                                                                                          |                                                                                                                                         |        | OnClick reveals Form Field                                                                                            |
|                                                                                                       |   |   | Field Label                   | Add Additional Comments (Optional)                                                                                                                                                                                                                                                                                             | Agregar comentarios adicionales (Opcional)                                                                                                                                                                                                                                                                                                                     |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | Conditional: Additional Comments expanded state.                                                                      |
|                                                                                                       |   |   | Text                          | If you've read and agree with the above statements, click "Continue" to verify your dispute.                                                                                                                                                                                                                                   | Si ha leído y acepta las declaraciones anteriores, haga clic en "Continuar" para verificar su disputa.                                                                                                                                                                                                                                                         |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|                                                                                                       |   |   | Button                        | Continue                                                                                                                                                                                                                                                                                                                       | Continuar                                                                                                                                                                                                                                                                                                                                                      |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|                                                                                                       |   |   | Button                        | Cancel                                                                                                                                                                                                                                                                                                                         | Cancelar                                                                                                                                                                                                                                                                                                                                                       |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE I'M BEING CHARGED FOR A TRANSACTION THAT I PAID FOR USING A DIFFERENT METHOD |   |   |                               |                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
| D                                                                                                     | T | M | ELEMENT                       | COPY                                                                                                                                                                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                 | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                                                                                                 |
|                                                                                                       |   |   | Text                          | I'm being charged for a transaction I paid for using a different method                                                                                                                                                                                                                                                        | Me están cobrando una transacción que pagué utilizando un método diferente                                                                                                                                                                                                                                                                                     |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |

|  |  |  |                               |                                                                                                                                                                            |                                                                                                                                                                              |  |  |                                                                                                                                        |                                                                                                                   |  |                                                                                                                       |
|--|--|--|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------|
|  |  |  | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                                                                                                               | ¿Has intentado resolver la disputa con el comerciante?                                                                                                                       |  |  | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant. | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante. |  | Conditional: Co-branded cardholders.                                                                                  |
|  |  |  | Radio Buttons                 | Yes/No                                                                                                                                                                     | Sí/No                                                                                                                                                                        |  |  |                                                                                                                                        |                                                                                                                   |  | Conditional: Co-branded cardholders.                                                                                  |
|  |  |  | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.                                                                                                | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar.                                                                              |  |  |                                                                                                                                        |                                                                                                                   |  | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|  |  |  | Radio Button Label            | Describe your purchase:                                                                                                                                                    | Describe tu compra:                                                                                                                                                          |  |  | Client side error, field level — no selection:<br>Please select the one that describes your purchase.                                  | Client side error, field level — no selection:<br>Selecciona la opción que describa tu compra.                    |  |                                                                                                                       |
|  |  |  | Radio Button                  | Merchandise                                                                                                                                                                | Mercancía                                                                                                                                                                    |  |  |                                                                                                                                        |                                                                                                                   |  |                                                                                                                       |
|  |  |  | Radio Button                  | Service                                                                                                                                                                    | Servicio                                                                                                                                                                     |  |  |                                                                                                                                        |                                                                                                                   |  |                                                                                                                       |
|  |  |  | Radio Button Label            | Please select the actual method of payment:                                                                                                                                | Selecciona el método de pago específico:                                                                                                                                     |  |  | Client side error, field level — no selection:<br>Please indicate the actual method of payment.                                        | Client side error, field level — no selection:<br>Indica el método de pago específico.                            |  |                                                                                                                       |
|  |  |  | Radio Button                  | Cash                                                                                                                                                                       | Efectivo                                                                                                                                                                     |  |  |                                                                                                                                        |                                                                                                                   |  |                                                                                                                       |
|  |  |  | Radio Button                  | Check                                                                                                                                                                      | Cheque                                                                                                                                                                       |  |  |                                                                                                                                        |                                                                                                                   |  |                                                                                                                       |
|  |  |  | Radio Button                  | Other Card                                                                                                                                                                 | Otra tarjeta                                                                                                                                                                 |  |  |                                                                                                                                        |                                                                                                                   |  |                                                                                                                       |
|  |  |  | Section-Level Status Feedback | Please send a copy of a receipt showing you paid in cash to [Partner PO Box, City, State, ZIP] or, by fax, to [Partner Fax #]. Include your name and account number.       | Envía una copia de un recibo que demuestre que pagaste en efectivo a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta. |  |  |                                                                                                                                        |                                                                                                                   |  | Conditional: Appears if user selects “Cash.”                                                                          |
|  |  |  | Section-Level Status Feedback | Please send a copy of the front and back of the canceled check to [Partner PO Box, City, State, ZIP] or, by fax, to [Partner Fax #]. Include your name and account number. | Envía una copia del frente y el dorso del cheque cancelado a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta.         |  |  |                                                                                                                                        |                                                                                                                   |  | Conditional: Appears if user selects “Check.”                                                                         |

|                                                                    |   |   |                               |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                             |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        |                                                                                                                       |
|--------------------------------------------------------------------|---|---|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------|
|                                                                    |   |   | Section-Level Status Feedback | Please send a statement from the other credit/debit card you used that shows the payment (a sales slip is not sufficient) to [Partner PO Box, City, State, ZIP] or, by fax, to [Partner Fax #]. Include your name and account number. | Envía un estado de cuenta de la otra tarjeta de crédito/débito que hayas utilizado que indique el pago (un comprobante de venta no es suficiente) a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta. |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        | Conditional: Appears if user selects “Other Card.”                                                                    |
|                                                                    |   |   | Button                        | Continue                                                                                                                                                                                                                              | Continuar                                                                                                                                                                                                                                                   |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        |                                                                                                                       |
|                                                                    |   |   | Button                        | Cancel                                                                                                                                                                                                                                | Cancelar                                                                                                                                                                                                                                                    |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — I DISPUTE THE AMOUNT OF THE TRANSACTION |   |   |                               |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                             |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        |                                                                                                                       |
| D                                                                  | T | M | ELEMENT                       | COPY                                                                                                                                                                                                                                  | COPY (SPANISH)                                                                                                                                                                                                                                              | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                        | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                           | CMS ID | NOTES                                                                                                                 |
|                                                                    |   |   | Text                          | I dispute the amount of the transaction.                                                                                                                                                                                              | Estoy disputando el monto de la transacción.                                                                                                                                                                                                                |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        |                                                                                                                       |
|                                                                    |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                                                                                                                                                                          | ¿Has intentado resolver la disputa con el comerciante?                                                                                                                                                                                                      |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                                | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                                  |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                    |   |   | Radio Buttons                 | Yes/No                                                                                                                                                                                                                                | Sí/No                                                                                                                                                                                                                                                       |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                    |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.                                                                                                                                                           | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar.                                                                                                                                                             |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                    |   |   | Field Label                   | Describe the desired outcome of this dispute:                                                                                                                                                                                         | Describe el resultado que esperas de esta disputa:                                                                                                                                                                                                          |     |               | Client side error, field level — blank entry:<br>Please describe the desired outcome of this dispute.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe el resultado que esperas de esta disputa.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                                                       |
|                                                                    |   |   | Button                        | Continue                                                                                                                                                                                                                              | Continuar                                                                                                                                                                                                                                                   |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        |                                                                                                                       |
|                                                                    |   |   | Button                        | Cancel                                                                                                                                                                                                                                | Cancelar                                                                                                                                                                                                                                                    |     |               |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                    |        |                                                                                                                       |

| FUSION: DISPUTE A CHARGE — I WAS OVERCHARGED FOR MERCHANDISE OR AN INSTALLATION SERVICE |   |   |                               |                                                                                                                                                        |                                                                                                                                                                   |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                   |
|-----------------------------------------------------------------------------------------|---|---|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------|
| D                                                                                       | T | M | ELEMENT                       | COPY                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                         | ERROR MESSAGES (SPANISH)                                                                                          | CMS ID | NOTES                                                                                                             |
|                                                                                         |   |   | Text                          | I was overcharged for merchandise or an installation service.                                                                                          | Me cobraron de más por una mercancía o un servicio de instalación.                                                                                                |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                   |
|                                                                                         |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                                                                                           | ¿Has intentado resolver la disputa con el comerciante?                                                                                                            |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant. | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante. |        | Conditional: Co-branded cardholders.                                                                              |
|                                                                                         |   |   | Radio Buttons                 | Yes/No                                                                                                                                                 | Sí/No                                                                                                                                                             |     |               |                                                                                                                                        |                                                                                                                   |        | Conditional: Co-branded cardholders.                                                                              |
|                                                                                         |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.                                                                            | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar.                                                                   |     |               |                                                                                                                                        |                                                                                                                   |        | Conditional: Co-branded cardholders.<br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                                         |   |   | Radio Button Label            | Select the one that best applies to your dispute                                                                                                       | Selecciona la opción que mejor se aplique a tu disputa                                                                                                            |     |               | Client side error, field level — no selection:<br>Please select the one that best applies to your dispute.                             | Client side error, field level — no selection:<br>Selecciona la opción que mejor se aplique a tu disputa.         |        |                                                                                                                   |
|                                                                                         |   |   | Radio Button                  | Purchase of merchandise or installation service                                                                                                        | Compra de mercancía o servicio de instalación                                                                                                                     |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                   |
|                                                                                         |   |   | Radio Button                  | Return of merchandise                                                                                                                                  | Devolución de mercancía                                                                                                                                           |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                   |
|                                                                                         |   |   | Radio Button Label            | Did you receive a quote for your order or purchase?                                                                                                    | ¿Recibiste una cotización para tu pedido o compra?                                                                                                                |     |               | Client side error, field level — no selection:<br>Please indicate whether you received a quote.                                        | Client side error, field level — no selection:<br>Indica si recibiste una cotización.                             |        |                                                                                                                   |
|                                                                                         |   |   | Radio Buttons                 | Yes/No                                                                                                                                                 | Sí/No                                                                                                                                                             |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                   |
|                                                                                         |   |   | Radio Button Label            | Do you have the signed contract providing the exact total for the merchandise or installation service?                                                 | ¿Tienes el contrato firmado que proporciona el total exacto de la mercancía o del servicio de instalación?                                                        |     |               | Client side error, field level — no selection:<br>Please indicate whether you have a signed contract.                                  | Client side error, field level — no selection:<br>Indica si tienes un contrato firmado.                           |        |                                                                                                                   |
|                                                                                         |   |   | Radio Buttons                 | Yes/No                                                                                                                                                 | Sí/No                                                                                                                                                             |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                   |
|                                                                                         |   |   | Section-Level Status Feedback | Please mail or fax a copy of your documentation to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number | Envía por correo o por fax una copia de tu documentación a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta |     |               |                                                                                                                                        |                                                                                                                   |        | Conditional: if user selects “Yes,” indicating they have a contract.                                              |

|                                                                  |   |   |             |                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                     |
|------------------------------------------------------------------|---|---|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------|
|                                                                  |   |   | Field Label | Describe the desired outcome of this dispute:                                                                                                                                                                                                                                                                                                                                                                             | Describe el resultado que esperas de esta disputa:                                                                                                                                                                                                                                                                                                                                                                                      |     |               | Client side error, field level — blank entry:<br>Please explain briefly the desired outcome of this dispute.                             | Client side error, field level — blank entry:<br>Explica brevemente el resultado que esperas de esta disputa.                           |        | Conditional: If user selects “NO,” they have NOT signed a contract. |
|                                                                  |   |   | Copy        | Note: Please allow up to 6 weeks for a resolution with the merchant.                                                                                                                                                                                                                                                                                                                                                      | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                                                                                                                                                                                                                                                                                                                                                                   |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                     |
|                                                                  |   |   | Button      | Continue                                                                                                                                                                                                                                                                                                                                                                                                                  | Continuar                                                                                                                                                                                                                                                                                                                                                                                                                               |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                     |
|                                                                  |   |   | Button      | Cancel                                                                                                                                                                                                                                                                                                                                                                                                                    | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                     |
| FUSION: DISPUTE A CHARGE I'M BEING OVERCHARGED FOR A TRANSACTION |   |   |             |                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                     |
| D                                                                | T | M | ELEMENT     | COPY                                                                                                                                                                                                                                                                                                                                                                                                                      | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                                               |
|                                                                  |   |   | Text        | I’m being overcharged for a transaction.                                                                                                                                                                                                                                                                                                                                                                                  | Me están cobrando de más por una transacción.                                                                                                                                                                                                                                                                                                                                                                                           |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                     |
|                                                                  |   |   | Text        | In addition to completing this form, please send a copy of the original sales slip and/or an advertisement showing what you believe you should have been charged to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number.<br><br>If you’re unable to send one of these items please attempt to contact the merchant for an account credit and then complete the following: | Además de completar este formulario, envía una copia del comprobante de venta original y un anuncio que indique el monto que crees que deberían haberte cobrado a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta.<br><br>Si no puedes enviar uno de estos elementos, intenta comunicarte con el comerciante para obtener un crédito en la cuenta y luego completa lo siguiente: |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                     |



|  |  |  |                    |                                                                       |                                                                                         |  |  |                                                                                                                                        |                                                                                                                                |  |                                                                        |
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|  |  |  | Field Label        | Explain briefly why you’re unable to provide the documents requested. | Explica brevemente por qué no puedes proporcionar los documentos solicitados.           |  |  | Client side error, field level — blank entry:<br>Please explain briefly why you are unable to provide the requested documents.         | Client side error, field level — blank entry:<br>Explica brevemente por qué no puedes proporcionar los documentos solicitados. |  |                                                                        |
|  |  |  | Radio Button Label | Have you attempted to contact the merchant for an account credit?     | ¿Has intentado comunicarte con el comerciante para obtener un crédito en la cuenta?     |  |  |                                                                                                                                        |                                                                                                                                |  | Conditional: Co-branded cardholders.                                   |
|  |  |  | Radio Buttons      | Yes/No                                                                | Sí/No                                                                                   |  |  | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant. | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.              |  | Conditional: Co-branded cardholders.                                   |
|  |  |  | Field Label        | When did you attempt to contact the merchant for an account credit?   | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta? |  |  |                                                                                                                                        |                                                                                                                                |  | Conditional: Co-branded cardholders, if YES to “Attempted to contact.” |
|  |  |  | Numeric Field      | [MM/DD/YYYY]                                                          | [MM/DD/YYYY]                                                                            |  |  | Client side error, field level — no selection:<br>Please indicate whether you have contacted the merchant for a credit.                | Error por parte del cliente, nivel de campo — sin selección<br>Indica si te has comunicado con el comerciante por un crédito.  |  | Conditional: Co-branded cardholders, if YES to “Attempted to contact.” |
|  |  |  |                    |                                                                       |                                                                                         |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                               | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.                   |  |                                                                        |
|  |  |  |                    |                                                                       |                                                                                         |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                     | Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY.                 |  |                                                                        |
|  |  |  | Date Picker        | [Date Picker]                                                         | [Date Picker]                                                                           |  |  |                                                                                                                                        |                                                                                                                                |  | Conditional: Co-branded cardholders, if YES to “Attempted to contact.” |



|                                                                                              |   |   |                    |                                                                    |                                                              |     |               |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |        |                                                                                                         |
|----------------------------------------------------------------------------------------------|---|---|--------------------|--------------------------------------------------------------------|--------------------------------------------------------------|-----|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------------------------|
|                                                                                              |   |   | Radio Button Label | Was your attempt successful?                                       | ¿Fue tu intento exitoso?                                     |     |               | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant.                                                                                                                        | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.                                                                                                                               |        | Conditional: Co-branded cardholders, if YES to “Attempted to contact.”                                  |
|                                                                                              |   |   | Radio Buttons      | Yes/No                                                             | Sí/No                                                        |     |               |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |        | Conditional: Co-branded cardholders, if YES to “Attempted to contact.”                                  |
|                                                                                              |   |   | Field Label        | Describe the merchant’s response:                                  | Describe la respuesta del comerciante:                       |     |               | Client side error, field level — blank entry:<br>Please describe the merchant’s response.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user selects YES to “They were successful.” |
|                                                                                              |   |   | Link               | + Add Additional Comments                                          | + Agregar comentarios adicionales                            |     |               |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |        | OnClick reveals Form Field                                                                              |
|                                                                                              |   |   | Field Label        | Add Additional Comments (Optional)                                 | Agregar comentarios adicionales (Opcional)                   |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >.                                                                                                  | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >.                                                                                                |        | Conditional: Additional Comments expanded state.                                                        |
|                                                                                              |   |   | Button             | Continue                                                           | Continuar                                                    |     |               |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |        |                                                                                                         |
|                                                                                              |   |   | Button             | Cancel                                                             | Cancelar                                                     |     |               |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |        |                                                                                                         |
| FUSION: DISPUTE A CHARGE — THE ORIGINAL AGREED UPON PRICE IS DIFFERENT THAN THE BILLED PRICE |   |   |                    |                                                                    |                                                              |     |               |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |        |                                                                                                         |
| D                                                                                            | T | M | ELEMENT            | COPY                                                               | COPY (SPANISH)                                               | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                            | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                               | CMS ID | NOTES                                                                                                   |
|                                                                                              |   |   | Text               | The original agreed upon price is different than the billed price. | El precio original acordado es diferente al precio facturado |     |               |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |        |                                                                                                         |
|                                                                                              |   |   | Radio Button Label | Have you attempted to resolve the dispute with the merchant?       | ¿Has intentado resolver la disputa con el comerciante?       |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                    | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                      |        | Conditional: Co-branded cardholders.                                                                    |
|                                                                                              |   |   | Radio Buttons      | Yes/No                                                             | Sí/No                                                        |     |               |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |        | Conditional: Co-branded cardholders.                                                                    |



|                                                               |   |   |                               |                                                                                                                                                |                                                                                                                                              |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                       |
|---------------------------------------------------------------|---|---|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------|
|                                                               |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.                                                                    | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar.                                              |     |               |                                                                                                                                        |                                                                                                                   |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                               |   |   | Field Label                   | What was the original agreed upon price?                                                                                                       | ¿Cuál fue el precio original acordado?                                                                                                       |     |               | Client side error, field level — blank entry:<br>Please enter the original agreed upon price.                                          | Client side error, field level — blank entry:<br>Ingresa el precio original acordado.                             |        |                                                                                                                       |
|                                                               |   |   | Numeric Field                 | [\$XXX.XX]                                                                                                                                     | [\$XXX.XX]                                                                                                                                   |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                       |
|                                                               |   |   | Radio Button Label            | Do you have documentation of the original agreed upon price?                                                                                   | ¿Tienes documentación que indique el precio original acordado?                                                                               |     |               | Client side error, field level — no selection:<br>Please indicate whether you have documentation of the original price.                | Client side error, field level — blank entry:<br>Indica si tienes documentación del precio original acordado.     |        |                                                                                                                       |
|                                                               |   |   | Radio Button                  | Yes/No                                                                                                                                         | Sí/No                                                                                                                                        |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                       |
|                                                               |   |   | Section-Level Status Feedback | Please send a copy of the documentation to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number | Envía una copia de la documentación a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta |     |               |                                                                                                                                        |                                                                                                                   |        | Conditional: If user selects “YESs,” they have documentation of the original price.                                   |
|                                                               |   |   | Section-Level Status Feedback | Please attempt to obtain documentation of the original price or contact the merchant for an account credit.                                    | Intenta obtener documentación del precio original o comunícate con el comerciante para obtener un crédito en la cuenta.                      |     |               |                                                                                                                                        |                                                                                                                   |        | Conditional: If user selects “NO,” they do NOT have documentation of the original price.                              |
|                                                               |   |   | Button                        | Continue                                                                                                                                       | Continuar                                                                                                                                    |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                       |
|                                                               |   |   | Button                        | Cancel                                                                                                                                         | Cancelar                                                                                                                                     |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — I HAVEN’T RECEIVED THE MERCHANDISE |   |   |                               |                                                                                                                                                |                                                                                                                                              |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                       |
| D                                                             | T | M | ELEMENT                       | COPY                                                                                                                                           | COPY (SPANISH)                                                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                         | ERROR MESSAGES (SPANISH)                                                                                          | CMS ID | NOTES                                                                                                                 |
|                                                               |   |   | Text                          | I haven't received the merchandise.                                                                                                            | No he recibido la mercancía.                                                                                                                 |     |               |                                                                                                                                        |                                                                                                                   |        |                                                                                                                       |
|                                                               |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                                                                                   | ¿Has intentado resolver la disputa con el comerciante?                                                                                       |     |               |                                                                                                                                        |                                                                                                                   |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                               |   |   | Radio Buttons                 | Yes/No                                                                                                                                         | Sí/No                                                                                                                                        |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant. | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante. |        | Conditional: Co-branded cardholders.                                                                                  |

|  |  |  |                               |                                                                             |                                                                                                 |  |  |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                        |  |                                                                                                                       |
|--|--|--|-------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------|
|  |  |  | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |  |  |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                        |  | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|  |  |  | Radio Button Label            | Where did you order your merchandise?                                       | ¿Dónde hiciste el pedido de tu mercancía?                                                       |  |  | Client side error, field level — no selection:<br>Please indicate where you purchased the merchandise.                                                                                                                                        | Client side error, field level — no selection:<br>Indica dónde compraste la mercancía.                                                                                                                                                 |  |                                                                                                                       |
|  |  |  | Radio Buttons                 | Internet                                                                    | Internet                                                                                        |  |  |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                        |  |                                                                                                                       |
|  |  |  | Radio Buttons                 | Store                                                                       | Tienda                                                                                          |  |  |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                        |  |                                                                                                                       |
|  |  |  | Field Label                   | Describe the merchandise you ordered:                                       | Describe la mercancía que solicitaste:                                                          |  |  | Client side error, field level — blank entry:<br>Please describe the merchandise you ordered.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe la mercancía que solicitaste.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  |                                                                                                                       |
|  |  |  | Field Label                   | When did you expect to receive the merchandise?                             | ¿Cuándo esperabas recibir la mercancía?                                                         |  |  | Client side error, field level — blank entry:<br>Please select the expected delivery date.                                                                                                                                                    | Client side error, field level — blank entry:<br>Selecciona la fecha de entrega prevista.                                                                                                                                              |  |                                                                                                                       |
|  |  |  | Numeric Field                 | [MM/DD/YYYY]                                                                |                                                                                                 |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                            | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY.     |  |                                                                                                                       |
|  |  |  | Date Picker                   | [Date Picker]                                                               |                                                                                                 |  |  |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                        |  |                                                                                                                       |

|                                                                                |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                      |
|--------------------------------------------------------------------------------|---|---|-------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----|---------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------|
|                                                                                |   |   | Field Label                   | Describe the desired outcome of this dispute:                               | Describe el resultado que esperas de esta disputa:                                              |     |               | Client side error, field level — blank entry:<br>Please explain briefly the desired outcome of this dispute.                             | Client side error, field level — blank entry:<br>Explica brevemente el resultado que esperas de esta disputa.                           |        |                                                                                                                      |
|                                                                                |   |   |                               |                                                                             |                                                                                                 |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                                                      |
|                                                                                |   |   | Text                          | Note: Please allow up to 6 weeks for a resolution with the merchant.        | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                           |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                      |
|                                                                                |   |   | Button                        | Continue                                                                    | Continuar                                                                                       |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                      |
|                                                                                |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                      |
| FUSION: DISPUTE A CHARGE — I’M BEING CHARGED FOR A SERVICE THAT I’VE CANCELLED |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                      |
| D                                                                              | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                                                                                                |
|                                                                                |   |   | Text                          | I’m being charged for a service that I’ve cancelled.                        | Me están cobrando un servicio que he cancelado.                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                      |
|                                                                                |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.   | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                       |        | Conditional: Co-branded cardholders.                                                                                 |
|                                                                                |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders                                                                                  |
|                                                                                |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                                |   |   | Field Label                   | When did you cancel your service?                                           | ¿Cuándo cancelaste tu servicio?                                                                 |     |               | Client side error, field level — blank entry:<br>Please indicate when you cancelled your service.                                        | Client side error, field level — blank entry:<br>Indica cuándo cancelaste tu servicio.                                                  |        |                                                                                                                      |

|  |  |  |                    |                                                                     |                                                                                         |  |  |                                                                                                                    |                                                                                                               |  |                                      |
|--|--|--|--------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--|--------------------------------------|
|  |  |  | Numeric Field      | [MM/DD/YYYY]                                                        | [MM/DD/YYYY]                                                                            |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.           | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresas una fecha válida.  |  |                                      |
|  |  |  |                    |                                                                     |                                                                                         |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                 | Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY. |  |                                      |
|  |  |  | Date Picker        | [Date Picker]                                                       |                                                                                         |  |  |                                                                                                                    |                                                                                                               |  |                                      |
|  |  |  | Field Label        | Explain why you cancelled your service:                             | Explica por qué cancelaste tu servicio.                                                 |  |  | Client side error, field level — blank entry:<br>Please explain briefly why you canceled your service.             | Client side error, field level — blank entry:<br>Explica brevemente por qué cancelaste tu servicio.           |  |                                      |
|  |  |  | Field Label        | When did you attempt to contact the merchant for an account credit? | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta? |  |  | Client side error, field level — blank entry:<br>Please indicate when you attempted to contact the merchant.       | Client side error, field level — blank entry:<br>Indica cuándo intentaste comunicarte con el comerciante.     |  | Conditional: Co-branded cardholders. |
|  |  |  | Numeric Field      | [MM/DD/YYYY]                                                        | [MM/DD/YYYY]                                                                            |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.           | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresas una fecha válida.  |  | Conditional: Co-branded cardholders. |
|  |  |  |                    |                                                                     |                                                                                         |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                 | Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY. |  |                                      |
|  |  |  | Date Picker        | [Date Picker]                                                       |                                                                                         |  |  |                                                                                                                    |                                                                                                               |  | Conditional: Co-branded cardholders. |
|  |  |  | Radio Button Label | Was your attempt successful?                                        | ¿Fue tu intento exitoso?                                                                |  |  | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant. | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.      |  | Conditional: Co-branded cardholders. |
|  |  |  | Radio Buttons      | Yes/No                                                              | Sí/No                                                                                   |  |  |                                                                                                                    |                                                                                                               |  | Conditional: Co-branded cardholders. |

|                                                                                 |   |   |                    |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                |
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|                                                                                 |   |   | Field Label        | Describe the merchant’s response:                                                                                                                                                                                                                                                                                       | Describe la respuesta del comerciante:                                                                                                                                                                                                                                                                                                                          |     |               | Client side error, field level — blank entry:<br>Please describe the merchant’s response.                                                | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:                                                 |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user selects “YES,” they were successful in their attempt to contact the merchant. |
|                                                                                 |   |   | Link               | + Add Additional Comments                                                                                                                                                                                                                                                                                               | + Agregar comentarios adicionales                                                                                                                                                                                                                                                                                                                               |     |               |                                                                                                                                          |                                                                                                                                         |        | OnClick reveals Form Field                                                                                                                     |
|                                                                                 |   |   | Field Label        | Add Additional Comments (Optional)                                                                                                                                                                                                                                                                                      | Agregar comentarios adicionales (Opcional)                                                                                                                                                                                                                                                                                                                      |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | Conditional: Additional Comments expanded state.                                                                                               |
|                                                                                 |   |   | Text               | If you don’t already have proof of cancellation, please try to obtain it for your records. Proof of cancellation may include a cancellation number, date, time or email, or the name of the person you spoke to regarding the cancellation.<br><br>Note: Please allow up to 6 weeks for a resolution with the merchant. | Si todavía no tienes un comprobante de la cancelación, intenta obtenerlo para tus registros. El comprobante de cancelación puede incluir un número de cancelación, la fecha, la hora o el email, o bien el nombre de la persona con la que hablaste con respecto a la cancelación.<br><br>Nota: La resolución con el comerciante puede demorar hasta 6 semanas. |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                |
|                                                                                 |   |   | Button             | Continue                                                                                                                                                                                                                                                                                                                | Continuar                                                                                                                                                                                                                                                                                                                                                       |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                |
|                                                                                 |   |   | Button             | Cancel                                                                                                                                                                                                                                                                                                                  | Cancelar                                                                                                                                                                                                                                                                                                                                                        |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                |
| FUSION: DISPUTE A CHARGE — I’M BEING CHARGED FOR MERCHANDISE THAT I’VE RETURNED |   |   |                    |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                |
| D                                                                               | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                    | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                                                                                                                          |
|                                                                                 |   |   | Text               | I’m being charged for merchandise that I’ve returned.                                                                                                                                                                                                                                                                   | Me están cobrando por mercancía que he devuelto.                                                                                                                                                                                                                                                                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                |
|                                                                                 |   |   | Radio Button Label | Have you attempted to resolve the dispute with the merchant?                                                                                                                                                                                                                                                            | ¿Has intentado resolver la disputa con el comerciante?                                                                                                                                                                                                                                                                                                          |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.   | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                       |        | Conditional: Co-branded cardholders.                                                                                                           |

|  |  |  |                               |                                                                                                                                                |                                                                                                                                                                        |  |  |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                      |  |                                                                                                                       |
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|  |  |  | Radio Buttons                 | Yes/No                                                                                                                                         | Sí/No                                                                                                                                                                  |  |  |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                      |  | Conditional: Co-branded cardholders.                                                                                  |
|  |  |  | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.                                                                    | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar.                                                                        |  |  |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                      |  | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|  |  |  | Radio Button Label            | Do you have a credit receipt?                                                                                                                  | ¿Tienes un recibo de crédito?                                                                                                                                          |  |  | Client side error, field level — no selection:<br>Please indicate whether you have a credit receipt.                                                                                                                                                      | Client side error, field level — no selection:<br>Indica si tienes un recibo de crédito.                                                                                                                                                             |  |                                                                                                                       |
|  |  |  | Radio Buttons                 | Yes/No                                                                                                                                         | Sí/No                                                                                                                                                                  |  |  |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                      |  |                                                                                                                       |
|  |  |  | Section-Level Status Feedback | Please mail a copy your credit receipt to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number. | Envía por correo o por fax una copia de tu recibo de crédito a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta. |  |  |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                      |  | Conditional: If user selects “YES,” indicating they have a credit receipt.                                            |
|  |  |  | Field Label                   | When did you return the merchandise?                                                                                                           | ¿Cuándo devolviste la mercancía?                                                                                                                                       |  |  | Client side error, field level — blank entry:<br>Please indicate when you returned the merchandise.                                                                                                                                                       | Client side error, field level — blank entry:<br>Indica cuándo devolviste la mercancía.                                                                                                                                                              |  |                                                                                                                       |
|  |  |  | Numeric Field                 | [MM/DD/YYYY]                                                                                                                                   | [MM/DD/YYYY]                                                                                                                                                           |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                        | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresas una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresas una fecha válida utilizando el formato MM/DD/YYYY.                   |  |                                                                                                                       |
|  |  |  | Date Picker                   | [Date Picker]                                                                                                                                  |                                                                                                                                                                        |  |  |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                      |  |                                                                                                                       |
|  |  |  | Field Label                   | Explain why you returned the merchandise.                                                                                                      | Explica por qué devolviste la mercancía.                                                                                                                               |  |  | Client side error, field level — blank entry:<br>Please explain briefly why you returned the merchandise.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Explica brevemente por qué devolviste la mercancía.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « », o < >. |  |                                                                                                                       |



|  |  |  |                    |                                                                           |                                                                                                 |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  |                                                                                                                                                         |
|--|--|--|--------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Label        | When did you attempt to contact the merchant for an account credit?       | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta?         |  |  | Client side error, field level — blank entry:<br>Please indicate when you attempted to contact the merchant.                                                                                                                              | Client side error, field level — blank entry:<br>Indica cuándo intentaste comunicarte con el comerciante.                                                                                                                              |  | Co-branded cardholders required.<br><br>Optional all others.                                                                                            |
|  |  |  | Numeric Field      | [MM/DD/YYYY]                                                              | [MM/DD/YYYY]                                                                                    |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                        | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY.     |  | Co-branded cardholders required.<br><br>Optional all others.                                                                                            |
|  |  |  | Date Picker        | [Date Picker]                                                             |                                                                                                 |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | Co-branded cardholders required.<br><br>Optional all others.                                                                                            |
|  |  |  | Radio Button Label | Was your attempt successful?                                              | ¿Fue tu intento exitoso?                                                                        |  |  | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant.                                                                                                                        | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.                                                                                                                               |  | Conditional: Co-branded cardholders required.                                                                                                           |
|  |  |  | Radio Buttons      | Yes/No                                                                    | Sí/No                                                                                           |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | Conditional: Co-branded cardholders required.                                                                                                           |
|  |  |  | Field Label        | Describe the merchant’s response:                                         | Describe la respuesta del comerciante:                                                          |  |  | Client side error, field level — blank entry:<br>Please describe the merchant’s response.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: Co-branded cardholders required.<br><br>Conditional: If user selects “YES,” they were successful in their attempt to contact the merchant. |
|  |  |  | Radio Button Label | Was the merchant’s return policy provided at the time of the transaction? | ¿Se te proporcionó la política de devoluciones del comerciante en el momento de la transacción? |  |  | Client side error, field level — no selection:<br>Please indicate whether a return policy was provided at the time of sale.                                                                                                               | Client side error, field level — no selection:<br>Indica si se te proporcionó una política de devoluciones en el momento de la venta.                                                                                                  |  |                                                                                                                                                         |
|  |  |  | Radio Button       | Yes/No                                                                    | Sí/No                                                                                           |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  |                                                                                                                                                         |



|                                                                             |   |   |                               |                                                                                                                                                                       |                                                                                                                                                                          |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                   |
|-----------------------------------------------------------------------------|---|---|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------|
|                                                                             |   |   | Field Label                   | Please briefly describe the merchant's return policy: (Optional)                                                                                                      | Describe brevemente la política de devoluciones del comerciante: (Opcional)                                                                                              |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | Conditional: If user selects “YES,” a return policy was provided. |
|                                                                             |   |   | Section-Level Status Feedback | Please mail a copy of the return policy to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number                        | Envía por correo una copia de la política de devoluciones a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta       |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: If user selects “YES,” a return policy was provided. |
|                                                                             |   |   | Link                          | + Add Additional Comments                                                                                                                                             | + Agregar comentarios adicionales                                                                                                                                        |     |               |                                                                                                                                          |                                                                                                                                         |        | OnClick reveals Form Field                                        |
|                                                                             |   |   | Field Label                   | Add Additional Comments (Optional)                                                                                                                                    | Agregar comentarios adicionales (Opcional)                                                                                                                               |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | Conditional: Additional Comments expanded state.                  |
|                                                                             |   |   | Text                          | If you don't already have proof of your return, please try to obtain it for your records.<br><br>Note: Please allow up to 6 weeks for a resolution with the merchant. | Si todavía no tienes un comprobante de tu devolución, intenta obtenerlo para sus registros.<br><br>Nota: La resolución con el comerciante puede demorar hasta 6 semanas. |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                   |
|                                                                             |   |   | Button                        | Continue                                                                                                                                                              | Continuar                                                                                                                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                   |
|                                                                             |   |   | Button                        | Cancel                                                                                                                                                                | Cancelar                                                                                                                                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                   |
| FUSION: DISPUTE A CHARGE — I'VE BEEN CHARGED FOR A SERVICE I NEVER RECEIVED |   |   |                               |                                                                                                                                                                       |                                                                                                                                                                          |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                   |
| D                                                                           | T | M | ELEMENT                       | COPY                                                                                                                                                                  | COPY (SPANISH)                                                                                                                                                           | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                                             |
|                                                                             |   |   | Text                          | I've been charged for a service I never received.                                                                                                                     | Me han cobrado por un servicio que nunca recibí.                                                                                                                         |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                   |
|                                                                             |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                                                                                                          | ¿Has intentado resolver la disputa con el comerciante?                                                                                                                   |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.   | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                       |        | Conditional: Co-branded cardholders.                              |
|                                                                             |   |   | Radio Buttons                 | Yes/No                                                                                                                                                                | Sí/No                                                                                                                                                                    |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.                              |



|  |  |  |                               |                                                                             |                                                                                                 |  |  |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |  |                                                                                                                       |
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|  |  |  | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |  |  |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |  | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|  |  |  | Field Label                   | The service should have been provided by:                                   | El servicio debería haber sido proporcionado por:                                               |  |  | Client side error, field level — blank entry:<br>Please indicate when the service should have been provided.                                                                                                                                                 | Client side error, field level — blank entry:<br>Indica cuándo se debería haber proporcionado el servicio.                                                                                                                                            |  |                                                                                                                       |
|  |  |  | Numeric Field                 | [MM/DD/YYYY]                                                                |                                                                                                 |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                           | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresas una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.                     |  |                                                                                                                       |
|  |  |  | Date Picker                   | [Date Picker]                                                               |                                                                                                 |  |  |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |  |                                                                                                                       |
|  |  |  | Field Label                   | Describe the service you expected to receive:                               | Describe el servicio que esperabas recibir:                                                     |  |  | Client side error, field level — blank entry:<br>Please explain briefly the service you expected to receive.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Explica brevemente el servicio que esperabas recibir.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  |                                                                                                                       |
|  |  |  | Field Label                   | When did you attempt to contact the merchant for an account credit?         | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta?         |  |  | Client side error, field level — blank entry:<br>Please indicate when you attempted to contact the merchant.                                                                                                                                                 | Client side error, field level — blank entry:<br>Indica cuándo intentaste comunicarte con el comerciante.                                                                                                                                             |  | Conditional: Co-branded cardholders.                                                                                  |

|  |  |  |                    |                                                                      |                                                                       |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  |                                                                                                                                                |
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|  |  |  | Numeric Field      | [MM/DD/YYYY]                                                         |                                                                       |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                                                                                                                                  | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.                                                                                                                           |  | Conditional: Co-branded cardholders.                                                                                                           |
|  |  |  | Date Picker        | [Date Picker]                                                        |                                                                       |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                                                                                                                        | Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.                                                                                                                          |  | Conditional: Co-branded cardholders.                                                                                                           |
|  |  |  | Radio Button Label | Was your attempt successful?                                         | ¿Fue tu intento exitoso?                                              |  |  | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant.                                                                                                                        | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.                                                                                                                               |  | Conditional: Co-branded cardholders.                                                                                                           |
|  |  |  | Radio Buttons      | Yes/No                                                               | Sí/No                                                                 |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | Conditional: Co-branded cardholders.                                                                                                           |
|  |  |  | Field Label        | Describe the merchant's response:                                    | Describe la respuesta del comerciante:                                |  |  | Client side error, field level — blank entry:<br>Please describe the merchant's response.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: Co-branded cardholders.<br><br>Conditional: If user selects "YES," they were successful in their attempt to contact the merchant. |
|  |  |  | Link               | + Add Additional Comments                                            | + Agregar comentarios adicionales                                     |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | OnClick reveals Form Field                                                                                                                     |
|  |  |  | Field Label        | Add Additional Comments (Optional)                                   | Agregar comentarios adicionales (Opcional)                            |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >.                                                                                                  | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >.                                                                                                |  | Conditional: Additional Comments expanded state.                                                                                               |
|  |  |  | Text               | Note: Please allow up to 6 weeks for a resolution with the merchant. | Nota: La resolución con el comerciante puede demorar hasta 6 semanas. |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  |                                                                                                                                                |
|  |  |  | Button             | Continue                                                             | Continuar                                                             |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  |                                                                                                                                                |
|  |  |  | Button             | Cancel                                                               | Cancelar                                                              |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  |                                                                                                                                                |

| FUSION: DISPUTE A CHARGE — I WAS ISSUED A CREDIT, BUT THE CREDIT DOESN'T APPEAR ON MY MONTHLY STATEMENT |   |   |                               |                                                                                                                                                        |                                                                                                                                                                  |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        |                                                                                                                       |
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| D                                                                                                       | T | M | ELEMENT                       | COPY                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                      | ERROR MESSAGES (SPANISH)                                                                                                                                               | CMS ID | NOTES                                                                                                                 |
|                                                                                                         |   |   | Text                          | I was issued a credit, but the credit doesn't appear on my monthly statement.                                                                          | Me otorgaron un crédito, pero el crédito no aparece en mi estado de cuenta mensual.                                                                              |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        |                                                                                                                       |
|                                                                                                         |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                                                                                           | ¿Has intentado resolver la disputa con el comerciante?                                                                                                           |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                                         |   |   | Radio Buttons                 | Yes/No                                                                                                                                                 | Sí/No                                                                                                                                                            |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                              | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                      |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                                         |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.                                                                            | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar.                                                                  |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                                                         |   |   | Radio Button Label            | Do you have a credit receipt?                                                                                                                          | ¿Tienesun recibo de crédito?                                                                                                                                     |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        |                                                                                                                       |
|                                                                                                         |   |   | Radio Buttons                 | Yes/No                                                                                                                                                 | Sí/No                                                                                                                                                            |     |               | Client side error, field level — no selection:<br>Please indicate whether you have a credit receipt.                                                                | Client side error, field level — no selection:<br>Indica si tienes un recibo de crédito.                                                                               |        |                                                                                                                       |
|                                                                                                         |   |   | Section-Level Status Feedback | Please mail a photocopy of your credit receipt to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number. | Envía por correo una fotocopia de tu recibo de crédito a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta. |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        | Conditional: Appears if user answers "YES" to credit receipt.                                                         |
|                                                                                                         |   |   | Dropdown Label                | Were you given credit of any kind?                                                                                                                     | ¿Te dieron un crédito de algún tipo?                                                                                                                             |     |               | Client side error, field level — no selection:<br>Please indicate whether you received a gift card, in-store credit, credit toward an exchange or no credit at all. | Client side error, field level — no selection:<br>Indica si recibiste una tarjeta de regalo, un crédito en la tienda, un crédito para un intercambio o ningún crédito. |        |                                                                                                                       |
|                                                                                                         |   |   | Radio Button                  | Gift Card                                                                                                                                              | Tarjeta de regalo                                                                                                                                                |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        |                                                                                                                       |
|                                                                                                         |   |   | Radio Button                  | In-store credit for returned merchandise                                                                                                               | Crédito en la tienda por la mercancía devuelta                                                                                                                   |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        |                                                                                                                       |
|                                                                                                         |   |   | Radio Button                  | Credit applied to an exchange                                                                                                                          | Crédito aplicado a un intercambio                                                                                                                                |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        |                                                                                                                       |
|                                                                                                         |   |   | Radio Button                  | No credit issued                                                                                                                                       | No se otorgó un crédito                                                                                                                                          |     |               |                                                                                                                                                                     |                                                                                                                                                                        |        |                                                                                                                       |

|                                                                            |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
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|                                                                            |   |   | Link                          | + Add Additional Comments                                                   | + Agregar comentarios adicionales                                                               |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | OnClick reveals Form Field                                                                                            |
|                                                                            |   |   | Field Label                   | Add Additional Comments (Optional)                                          | Agregar comentarios adicionales (Opcional)                                                      |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Additional Comments expanded state.                                                                      |
|                                                                            |   |   | Text                          | Note: Please allow up to 6 weeks for a resolution with the merchant.        | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                           |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|                                                                            |   |   | Button                        | Continue                                                                    | Continuar                                                                                       |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|                                                                            |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — I CANCELLED AN ORDER BUT DID NOT RECEIVE CREDIT |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
| D                                                                          | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                                                                                                 |
|                                                                            |   |   | Text                          | I cancelled an order but did not receive credit.                            | Cancelé un pedido, pero no recibí el crédito.                                                   |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|                                                                            |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.   | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                       |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                            |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                            |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                            |   |   | Radio Button Label            | Do you have a cancellation number for the order?                            | ¿Tienesun número de cancelación correspondiente al pedido?                                      |     |               | Client side error, field level — no selection:<br>Please indicate whether you received a cancellation number.                            | Client side error, field level — no selection:<br>Indica si recibiste un número de cancelación.                                         |        |                                                                                                                       |
|                                                                            |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |

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|                                                                                              |   |   | Field Label   | Describe the product you ordered.                                  | Describe el producto que solicitaste.                                                |     |               | Client side error, field level — blank entry:<br>Please provide details about the type of product.                                       | Client side error, field level — blank entry:<br>Proporciona los detalles sobre el tipo de producto.                                    |        |       |
|                                                                                              |   |   | Field Label   | When did you cancel the order?                                     | ¿Cuándo cancelaste el pedido?                                                        |     |               | Client side error, field level — blank entry:<br>Please select the date on which you canceled the order.                                 | Client side error, field level — blank entry:<br>Selecciona la fecha en que cancelaste el pedido.                                       |        |       |
|                                                                                              |   |   | Numeric Field | [MM/DD/YYYY]                                                       | [MM/DD/YYYY]                                                                         |     |               | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                                 | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.                            |        |       |
|                                                                                              |   |   |               |                                                                    |                                                                                      |     |               | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                       | Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY.                          |        |       |
|                                                                                              |   |   | Date Picker   | [Date Picker]                                                      | [Date Picker]                                                                        |     |               |                                                                                                                                          |                                                                                                                                         |        |       |
|                                                                                              |   |   | Field Label   | Describe the desired outcome of this dispute:                      | Describe el resultado que esperas de esta disputa:                                   |     |               | Client side error, field level — blank entry:<br>Please describe the desired outcome of this dispute.                                    | Client side error, field level — blank entry:<br>Describe el resultado que esperas de esta disputa.                                     |        |       |
|                                                                                              |   |   |               |                                                                    |                                                                                      |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |       |
|                                                                                              |   |   | Button        | Continue                                                           | Continuar                                                                            |     |               |                                                                                                                                          |                                                                                                                                         |        |       |
|                                                                                              |   |   | Button        | Cancel                                                             | Cancelar                                                                             |     |               |                                                                                                                                          |                                                                                                                                         |        |       |
| FUSION: DISPUTE A CHARGE — MY DISPUTE IS RELATED TO CREDIT NOT GIVEN ON AN INTERNET PURCHASE |   |   |               |                                                                    |                                                                                      |     |               |                                                                                                                                          |                                                                                                                                         |        |       |
| D                                                                                            | T | M | ELEMENT       | COPY                                                               | COPY (SPANISH)                                                                       | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES |
|                                                                                              |   |   | Text          | My dispute is related to credit not given on an internet purchase. | Mi disputa está relacionada con un crédito no otorgado sobre una compra en Internet. |     |               |                                                                                                                                          |                                                                                                                                         |        |       |

|  |  |  |                               |                                                                             |                                                                                                 |  |  |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |  |                                                                                                                   |
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|  |  |  | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |  |  |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |  | Conditional: Co-branded cardholders.                                                                              |
|  |  |  | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |  |  | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                             | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                 |  | Conditional: Co-branded cardholders.                                                                              |
|  |  |  | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |  |  |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |  | Conditional: Co-branded cardholders.<br>Conditional: If user has NOT attempted resolution with merchant directly. |
|  |  |  | Radio Button Label            | Was the credit processed more than 30 days ago?                             | ¿Se procesó el crédito hace más de 30 días?                                                     |  |  | Client side error, field level — no selection:<br>Please indicate when the credit was processed.                                                                                                                   | Client side error, field level — no selection:<br>Indica cuándo se procesó el crédito.                                                                                                                                            |  |                                                                                                                   |
|  |  |  | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |  |  |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |  |                                                                                                                   |
|  |  |  | Section-Level Status Feedback | Before continuing, please allow up to 30 days for the credit to post.       | Antes de continuar, espera hasta 30 días para que el crédito se registre.                       |  |  |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |  | Conditional: If user selects “NO,” credit was processed LESS than 30 days prior to filling out dispute request.   |
|  |  |  | Field Label                   | What is the amount of the credit?                                           | ¿Cuál es el monto del crédito?                                                                  |  |  | Client side error, field level — blank entry:<br>Please indicate the amount of the credit.                                                                                                                         | Client side error, field level — blank entry:<br>Indica el monto del crédito.                                                                                                                                                     |  |                                                                                                                   |
|  |  |  | Field Label                   | What is the date of the return?                                             | ¿Cuál es la fecha de la devolución?                                                             |  |  | Client side error, field level — blank entry:<br>Please indicate the date of the return.                                                                                                                           | Client side error, field level — blank entry:<br>Indica la fecha de la devolución.                                                                                                                                                |  |                                                                                                                   |
|  |  |  | Numeric Field                 | [MM/DD/YYYY]                                                                | [MM/DD/YYYY]                                                                                    |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format. | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY. |  |                                                                                                                   |



|                                                                             |   |   |                               |                                                                                                                                                        |                                                                                                                                                                               |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                         |
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|                                                                             |   |   | Date Picker                   | [Date Picker]                                                                                                                                          |                                                                                                                                                                               |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                         |
|                                                                             |   |   | Radio Button Label            | Do you have a tracking number for the order?                                                                                                           | ¿Tienesun número de rastreo del pedido?                                                                                                                                       |     |               | Client side error, field level — no selection:<br>Please indicate whether you have an order tracking number.                             | Client side error, field level — no selection:<br>Indica si tienes un número de rastreo del pedido.                                     |        |                                                                         |
|                                                                             |   |   | Radio Button                  | Yes/No                                                                                                                                                 | Sí/No                                                                                                                                                                         |     |               |                                                                                                                                          |                                                                                                                                         |        | If “No,” send request to G360                                           |
|                                                                             |   |   | Field Label                   | Enter order tracking number:                                                                                                                           | Ingresa el número de rastreo del pedido.                                                                                                                                      |     |               | Client side error, field level — blank entry:<br>Please enter a valid tracking number.                                                   | Client side error, field level — blank entry:<br>Ingresa un número de rastreo válido                                                    |        | Conditional: If user selects “YES,” they have an order tracking number. |
|                                                                             |   |   | Radio Button Label            | Was the merchant’s return policy provided at the time of the transaction?                                                                              | ¿Se te proporcionó la política de devoluciones del comerciante en el momento de la transacción?                                                                               |     |               | Client side error, field level — no selection:<br>Please indicate whether a return policy was provided at the time of sale.              | Client side error, field level — no selection:<br>Indica si se te proporcionó una política de devoluciones en el momento de la venta.   |        |                                                                         |
|                                                                             |   |   | Radio Button                  | Yes/No                                                                                                                                                 | Sí/No                                                                                                                                                                         |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                         |
|                                                                             |   |   | Field Label                   | Please briefly describe the merchant’s return policy: (Optional)                                                                                       | Describe brevemente la política de devoluciones del comerciante: (Opcional)                                                                                                   |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | Conditional: If user selects “Yes,” a return policy was provided.       |
|                                                                             |   |   | Section-Level Status Feedback | Please fax or mail a copy of the return policy to [Partner PO Box, City, State, ZIP], or fax to [Partner Fax #]. Include your name and account number. | Envía por fax o por correo una copia de la política de devoluciones a [Partner PO Box, City, State, ZIP], o por fax al [Partner Fax #]. Incluye tu nombre y número de cuenta. |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: If user selects “Yes,” a return policy was provided.       |
|                                                                             |   |   | Button                        | Cancel                                                                                                                                                 | Cancelar                                                                                                                                                                      |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                         |
|                                                                             |   |   | Button                        | Continue                                                                                                                                               | Continuar                                                                                                                                                                     |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                         |
| FUSION: DISPUTE A CHARGE — I’VE BEEN CHARGED FOR A SERVICE I NEVER RECEIVED |   |   |                               |                                                                                                                                                        |                                                                                                                                                                               |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                         |
| D                                                                           | T | M | ELEMENT                       | COPY                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                                | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                                                   |
|                                                                             |   |   | Text                          | I’ve been charged for a service I never received.                                                                                                      | Me han cobrado por un servicio que nunca recibí.                                                                                                                              |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                         |
|                                                                             |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                                                                                           | ¿Has intentado resolver la disputa con el comerciante?                                                                                                                        |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.   | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                       |        | Conditional: Co-branded cardholders.                                    |
|                                                                             |   |   | Radio Buttons                 | Yes/No                                                                                                                                                 | Sí/No                                                                                                                                                                         |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.                                    |



|  |  |  |                               |                                                                             |                                                                                                 |  |  |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |  |                                                                                                                       |
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|  |  |  | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |  |  |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |  | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|  |  |  | Field Label                   | The service should have been provided by:                                   | El servicio debería haber sido proporcionado por:                                               |  |  | Client side error, field level — blank entry:<br>Please indicate when the service should have been provided.                                                                                                                                                 | Client side error, field level — blank entry:<br>Indica cuándo se debería haber proporcionado el servicio.                                                                                                                                            |  |                                                                                                                       |
|  |  |  | Numeric Field                 | [MM/DD/YYYY]                                                                |                                                                                                 |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                           | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.                     |  |                                                                                                                       |
|  |  |  | Date Picker                   | [Date Picker]                                                               |                                                                                                 |  |  |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |  |                                                                                                                       |
|  |  |  | Field Label                   | Describe the service you expected to receive:                               | Describe el servicio que esperabas recibir:                                                     |  |  | Client side error, field level — blank entry:<br>Please explain briefly the service you expected to receive.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Explica brevemente el servicio que esperabas recibir.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  |                                                                                                                       |
|  |  |  | Field Label                   | When did you attempt to contact the merchant for an account credit?         | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta?         |  |  | Client side error, field level — blank entry:<br>Please indicate when you attempted to contact the merchant.                                                                                                                                                 | Client side error, field level — blank entry:<br>Indica cuándo intentaste comunicarte con el comerciante.                                                                                                                                             |  | Conditional: Co-branded cardholders.                                                                                  |



|  |  |  |                    |                                                                      |                                                                       |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                    |
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|  |  |  | Numeric Field      | [MM/DD/YYYY]                                                         |                                                                       |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                                 | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.                            |  | Conditional: Co-branded cardholders.                                                               |
|  |  |  | Date Picker        | [Date Picker]                                                        |                                                                       |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                       | Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.                           |  |                                                                                                    |
|  |  |  | Radio Button Label | Was your attempt successful?                                         | ¿Fue tu intento exitoso?                                              |  |  | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant.                       | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.                                |  | Conditional: Co-branded cardholders.                                                               |
|  |  |  | Radio Buttons      | Yes/No                                                               | Sí/No                                                                 |  |  |                                                                                                                                          |                                                                                                                                         |  | Conditional: Co-branded cardholders.                                                               |
|  |  |  | Field Label        | Describe the merchant's response:                                    | Describe la respuesta del comerciante:                                |  |  | Client side error, field level — blank entry:<br>Please describe the merchant's response.                                                | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:                                                 |  | Conditional: Co-branded cardholders.                                                               |
|  |  |  |                    |                                                                      |                                                                       |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: If user selects "YES," they were successful in their attempt to contact the merchant. |
|  |  |  | Link               | + Add Additional Comments                                            | + Agregar comentarios adicionales                                     |  |  |                                                                                                                                          |                                                                                                                                         |  | OnClick reveals Form Field                                                                         |
|  |  |  | Field Label        | Add Additional Comments (Optional)                                   | Agregar comentarios adicionales (Opcional)                            |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: Additional Comments expanded state.                                                   |
|  |  |  | Text               | Note: Please allow up to 6 weeks for a resolution with the merchant. | Nota: La resolución con el comerciante puede demorar hasta 6 semanas. |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                    |
|  |  |  | Button             | Continue                                                             | Continuar                                                             |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                    |
|  |  |  | Button             | Cancel                                                               | Cancelar                                                              |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                    |

| FUSION: DISPUTE A CHARGE — I DISPUTE THE QUALITY OF AN INSTALLATION |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                |        |                                                                                                                       |
|---------------------------------------------------------------------|---|---|-------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------|
| D                                                                   | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                      | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                       | CMS ID | NOTES                                                                                                                 |
|                                                                     |   |   | Text                          | I dispute the quality of an installation.                                   | Estoy disputando la calidad de una instalación.                                                 |     |               |                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                |        |                                                                                                                       |
|                                                                     |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               |                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                     |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                              | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                              |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                     |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                |        | Conditional: Co-branded cardholders.<br><br>Conditional: if user has NOT attempted resolution with merchant directly. |
|                                                                     |   |   | Field Label                   | What was the date of the installation?                                      | ¿Cuál fue la fecha de la instalación?                                                           |     |               | Client side error, field level — blank entry:<br>Please enter the date of installation.                                                                                                                                                             | Client side error, field level — blank entry:<br>Ingresa la fecha de la instalación.                                                                                                                                                           |        |                                                                                                                       |
|                                                                     |   |   | Date Field                    | [MM/DD/YYYY]                                                                | [MM/DD/YYYY]                                                                                    |     |               | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                  | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.              |        |                                                                                                                       |
|                                                                     |   |   | Date Picker                   | [Date Picker]                                                               |                                                                                                 |     |               |                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                |        |                                                                                                                       |
|                                                                     |   |   | Field Label                   | What was the type of installation being provided?                           | ¿Cuál fue el tipo de instalación proporcionada?                                                 |     |               | Client side error, field level — blank entry:<br>Please describe the type of installation provided.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe el tipo de instalación proporcionada.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                                                       |

|                                                                                         |   |   |                               |                                                                                                                            |                                                                                                                         |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
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|                                                                                         |   |   | Field Label                   | Describe the desired outcome of this dispute:                                                                              | Describe el resultado que esperas de esta disputa:                                                                      |     |               | Client side error, field level — blank entry:<br>Please describe the desired outcome of this dispute.                                    | Client side error, field level — blank entry:<br>Describe el resultado que esperas de esta disputa.                                     |        |                                                                                                                       |
|                                                                                         |   |   |                               |                                                                                                                            |                                                                                                                         |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                                                       |
|                                                                                         |   |   | Field Label                   | Provide any additional details about the installation service provided or your reason for disputing the charge: (Optional) | Suministra otros detalles sobre el servicio de instalación proporcionado o tu motivo para disputar el cargo: (Opcional) |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                                                       |
|                                                                                         |   |   | Text                          | Note: Please allow up to 6 weeks for a resolution with the merchant.                                                       | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                                                   |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|                                                                                         |   |   | Button                        | Continue                                                                                                                   | Continuar                                                                                                               |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|                                                                                         |   |   | Button                        | Cancel                                                                                                                     | Cancelar                                                                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — I’M NOT SATISFIED WITH THE QUALITY OF THE SERVICE I RECEIVED |   |   |                               |                                                                                                                            |                                                                                                                         |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
| D                                                                                       | T | M | ELEMENT                       | COPY                                                                                                                       | COPY (SPANISH)                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                                                                                                 |
|                                                                                         |   |   | Text                          | I’m not satisfied with the quality of the service I received.                                                              | No estoy satisfecho con la calidad del servicio que recibí.                                                             |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                       |
|                                                                                         |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                                                               | ¿Has intentado resolver la disputa con el comerciante?                                                                  |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                         |   |   | Radio Buttons                 | Yes/No                                                                                                                     | Sí/No                                                                                                                   |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.   | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                       |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                         |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.                                                | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar.                         |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                                         |   |   | Field Label                   | When did you attempt to contact the merchant for an account credit?                                                        | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta?                                 |     |               | Client side error, field level — blank entry:<br>Please select the date on which you attempted to contact the merchant.                  | Client side error, field level — blank entry:<br>Selecciona la fecha en que intentaste comunicarte con el comerciante.                  |        | Conditional: Co-branded cardholders.                                                                                  |

|  |  |  |                    |                                               |                                                    |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                               |
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|  |  |  | Date Field         | [MM/DD/YYYY]                                  | [MM/DD/YYYY]                                       |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                                 | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresa una fecha válida.                             |  | Conditional: Co-branded cardholders.                                                                          |
|  |  |  | Date Picker        | [Date Picker]                                 |                                                    |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                       | Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.                           |  | Conditional: Co-branded cardholders.                                                                          |
|  |  |  | Radio Button Label | Was your attempt successful?                  | ¿Fue tu intento exitoso?                           |  |  |                                                                                                                                          |                                                                                                                                         |  | Conditional: Co-branded cardholders.                                                                          |
|  |  |  | Radio Buttons      | Yes/No                                        | Sí/No                                              |  |  | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant.                       | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.                                |  | Conditional: Co-branded cardholders.                                                                          |
|  |  |  | Field Label        | Describe the merchant’s response:             | Describe la respuesta del comerciante:             |  |  | Client side error, field level — blank entry:<br>Please describe the merchant’s response.                                                | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:                                                 |  | Conditional: Co-branded cardholders.                                                                          |
|  |  |  |                    |                                               |                                                    |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: If user selects “YES,” indicating they were successful in their attempt to contact the merchant. |
|  |  |  | Field Label        | Describe the desired outcome of this dispute: | Describe el resultado que esperas de esta disputa: |  |  | Client side error, field level — blank entry:<br>Please describe the desired outcome of this dispute.                                    | Client side error, field level — blank entry:<br>Describe el resultado que esperas de esta disputa.                                     |  |                                                                                                               |
|  |  |  |                    |                                               |                                                    |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  |                                                                                                               |

|  |  |  |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |                                                                                                                                          |                                                                                                                                         |  |                            |
|--|--|--|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------|
|  |  |  | Field Label | Please explain the source of your dissatisfaction, detailing what was promised versus what you received:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Explica el origen de tu insatisfacción, detallando qué te prometieron en comparación con lo que recibiste:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  | Client side error, field level — blank entry:<br>Please describe what was promised versus what you received.                             | Client side error, field level — blank entry:<br>Describe qué te prometieron en comparación con lo que recibiste.                       |  |                            |
|  |  |  |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  |                            |
|  |  |  | Text        | <p>In addition, send copies of the following by fax to [Partner Fax #] or by mail to [Partner PO Box, City, State, ZIP. Include your name and account number.</p> <ul style="list-style-type: none"><li>• Supporting documents, such as itemized work orders, sales vouchers, bids for service or repair estimates. In situations where work had to be redone, please send a copy of a letter, estimate or invoice from another merchant declaring the original work unsatisfactory.</li><li>• A letter or document from another merchant that indicates the original merchant performed incorrect or unnecessary work.</li><li>• If applicable, the judgment from court that supports the case was ruled in your favor.</li><li>• If applicable, the state or local law which supports your claim.</li></ul> | <p>Además, envía copias de lo siguiente por fax al [Partner Fax #] o por correo a [Partner PO Box, City, State, ZIP. Incluye tu nombre y número de cuenta.</p> <ul style="list-style-type: none"><li>• Documentos de respaldo, como órdenes de trabajo detalladas, cupones de venta, ofertas del servicio o estimaciones del costo de reparaciones. En aquellas situaciones en las cuales un trabajo haya tenido que rehacerse, envía una copia de una carta, estimación o factura de otro comerciante en la que declares que el trabajo original era insatisfactorio.</li><li>• Una carta o documento de otro comerciante que indique que el comerciante original realizó un trabajo incorrecto o innecesario.</li><li>• Si corresponde, el fallo de un tribunal que respalde que el caso fue resuelto a tu favor.</li><li>• Si corresponde, la ley estatal o local que respalda tu reclamo.</li></ul> |  |  |                                                                                                                                          |                                                                                                                                         |  |                            |
|  |  |  | Link        | + Add Additional Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | + Agregar comentarios adicionales                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |                                                                                                                                          |                                                                                                                                         |  | OnClick reveals Form Field |

|                                                                                                 |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
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|                                                                                                 |   |   | Field Label                   | Add Additional Comments (Optional)                                          | Agregar comentarios adicionales (Opcional)                                                      |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >.                                                                           | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >.                                                                                           |        | Conditional: Additional Comments expanded state.                                                                      |
|                                                                                                 |   |   | Text                          | Note: Please allow up to 6 weeks for a resolution with the merchant.        | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                           |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
|                                                                                                 |   |   | Button                        | Continue                                                                    | Continuar                                                                                       |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
|                                                                                                 |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — THE SERVICE I RECEIVED IS DIFFERENT FROM WHAT I ORIGINALLY REQUESTED |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
| D                                                                                               | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                     | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                          | CMS ID | NOTES                                                                                                                 |
|                                                                                                 |   |   | Text                          | The service I received is different from what I originally requested.       | El servicio que recibí es diferente del que solicité originalmente.                             |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
|                                                                                                 |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                                 |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                             | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                 |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                                 |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                                                 |   |   | Field Label                   | When did you receive the service?                                           | ¿Cuándo recibiste el servicio?                                                                  |     |               | Client side error, field level — blank entry:<br>Please indicate when you received the service.                                                                                                                    | Client side error, field level — blank entry:<br>Indica cuándo recibiste el servicio.                                                                                                                                             |        |                                                                                                                       |
|                                                                                                 |   |   | Numeric Field                 | [MM/DD/YYYY]                                                                | [MM/DD/YYYY]                                                                                    |     |               | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format. | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY. |        |                                                                                                                       |



|  |  |  |                    |                                                                     |                                                                                         |  |  |                                                                                                                                          |                                                                                                                                         |                                      |
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|  |  |  | Date Picker        | [Date Picker]                                                       |                                                                                         |  |  |                                                                                                                                          |                                                                                                                                         |                                      |
|  |  |  | Field Label        | Describe the service you expected to receive:                       | Describe el servicio que esperabas recibir:                                             |  |  | Client side error, field level — blank entry:<br>Please explain briefly the service you expected to receive.                             | Client side error, field level — blank entry:<br>Explica brevemente el servicio que esperabas recibir.                                  |                                      |
|  |  |  |                    |                                                                     |                                                                                         |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |                                      |
|  |  |  |                    |                                                                     |                                                                                         |  |  |                                                                                                                                          |                                                                                                                                         |                                      |
|  |  |  | Field Label        | When did you attempt to contact the merchant for an account credit? | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta? |  |  | Client side error, field level — blank entry:<br>Please indicate when you attempted to contact the merchant.                             | Client side error, field level — blank entry:<br>Indica cuándo intentaste comunicarte con el comerciante.                               | Conditional: Co-branded cardholders. |
|  |  |  | Date Field         | [MM/DD/YYYY]                                                        | [MM/DD/YYYY]                                                                            |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                                 | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.                            | Conditional: Co-branded cardholders. |
|  |  |  |                    |                                                                     |                                                                                         |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                       | Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.                           |                                      |
|  |  |  | Date Picker        | [Date Picker]                                                       |                                                                                         |  |  |                                                                                                                                          |                                                                                                                                         |                                      |
|  |  |  | Radio Button Label | Was your attempt successful?                                        | ¿Fue tu intento exitoso?                                                                |  |  |                                                                                                                                          |                                                                                                                                         | Conditional: Co-branded cardholders. |
|  |  |  | Radio Buttons      | Yes/No                                                              | Sí/No                                                                                   |  |  | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant.                       | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.                                | Conditional: Co-branded cardholders. |



|                                                                                |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                           |
|--------------------------------------------------------------------------------|---|---|-------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----|---------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                |   |   | Field Label                   | Describe the merchant’s response:                                           | Describe la respuesta del comerciante:                                                          |     |               | Client side error, field level — blank entry:<br>Please describe the merchant’s response.                                                | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:                                                 |        | Conditional: Co-branded cardholders.<br><br>Conditional: if user selects “YES,” indicating they were successful in their attempt to contact the merchant. |
|                                                                                |   |   | Link                          | + Add Additional Comments                                                   | + Agregar comentarios adicionales                                                               |     |               |                                                                                                                                          |                                                                                                                                         |        | OnClick reveals Form Field                                                                                                                                |
|                                                                                |   |   | Field Label                   | Add Additional Comments (Optional)                                          | Agregar comentarios adicionales (Opcional)                                                      |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | Conditional: Additional Comments expanded state.                                                                                                          |
|                                                                                |   |   | Copy                          | Note: Please allow up to 6 weeks for a resolution with the merchant.        | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                           |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                           |
|                                                                                |   |   | Button                        | Continue                                                                    | Continuar                                                                                       |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                           |
|                                                                                |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                           |
| FUSION: DISPUTE A CHARGE — MY DISPUTE IS RELATED TO A DELIVERY/SHIPPING CHARGE |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                           |
| D                                                                              | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                                                                                                                                     |
|                                                                                |   |   | Text                          | My dispute is related to a delivery/ shipping charge.                       | Mi disputa está relacionada con un cargo por entrega/ envío.                                    |     |               |                                                                                                                                          |                                                                                                                                         |        |                                                                                                                                                           |
|                                                                                |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.                                                                                                                      |
|                                                                                |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.   | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                       |        | Conditional: Co-branded cardholders.                                                                                                                      |
|                                                                                |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.                                                                                                                      |



|                                                                       |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
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|                                                                       |   |   | Field Label                   | What is the reason for the dispute of the delivery/shipping charge?         | ¿Cuál es el motivo de la disputa del cargo por entrega/envío?                                   |     |               | Client side error, field level — blank entry:<br>Please explain briefly the reason for this dispute.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >.         | Client side error, field level — blank entry:<br>Explica brevemente el motivo de esta disputa.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >.                |        |                                                                                                                       |
|                                                                       |   |   | Field Label                   | Describe the desired outcome of this dispute:                               | Describe el resultado que esperas de esta disputa:                                              |     |               | Client side error, field level — blank entry:<br>Please explain briefly the desired outcome of this dispute.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Explica brevemente el resultado que esperas de esta disputa.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                                                       |
|                                                                       |   |   | Text                          | Note: Please allow up to 6 weeks for a resolution with the merchant.        | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                           |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
|                                                                       |   |   | Button                        | Continue                                                                    | Continuar                                                                                       |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
|                                                                       |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — MY DISPUTE IS RELATED TO CLUB AND SERVICES |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
| D                                                                     | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                               | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                     | CMS ID | NOTES                                                                                                                 |
|                                                                       |   |   | Text                          | My dispute is related to club and services.                                 | Mi disputa está relacionada con un club y sus servicios.                                        |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
|                                                                       |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                       |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                                       | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                                            |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                       |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        | Conditional: Co-branded cardholders.<br><br>Conditional: if user has NOT attempted resolution with merchant directly. |

|                                                                                       |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |        |                                                                                                                       |
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|                                                                                       |   |   | Radio Button Label            | Do you want to cancel?                                                      | ¿Deseas cancelar?                                                                               |     |               | Client side error, field level — no selection:<br>Please indicate whether you want to cancel.                                                                                                                                                                | Client side error, field level — no selection:<br>Indica si deseas cancelar.                                                                                                                                                                          |        |                                                                                                                       |
|                                                                                       |   |   | Radio Button                  | Yes/No                                                                      | Sí/No                                                                                           |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |        | Conditional: If “YES,” request sent to G360.                                                                          |
|                                                                                       |   |   | Field Label                   | What is the reason for the dispute?                                         | ¿Cuál es el motivo de la disputa?                                                               |     |               | Client side error, field level — blank entry:<br>Please provide a description of the reason for the dispute.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Proporcions una descripción del motivo de la disputa.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | Conditional: If user selects “NO,” they do NOT want to cancel.                                                        |
|                                                                                       |   |   | Field Label                   | Describe the desired outcome of this dispute.                               | Describe el resultado que esperas de esta disputa.                                              |     |               | Client side error, field level — blank entry:<br>Please briefly describe your desired resolution.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >.            | Client side error, field level — blank entry:<br>Describe brevemente la resolución esperada.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >.           |        | Conditional: If user selects “NO,” they do NOT want to cancel.                                                        |
|                                                                                       |   |   | Button                        | Continue                                                                    | Continuar                                                                                       |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |        |                                                                                                                       |
|                                                                                       |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — MY DISPUTE IS RELATED TO A INSURANCE/MAINTENANCE AGREEMENT |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |        |                                                                                                                       |
| D                                                                                     | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                               | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                              | CMS ID | NOTES                                                                                                                 |
|                                                                                       |   |   | Text                          | My dispute is related to an insurance or maintenance agreement.             | Mi disputa está relacionada con un contrato de seguro o mantenimiento.                          |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |        |                                                                                                                       |
|                                                                                       |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                       |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                                       | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                                     |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                       |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                       |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |

|                                                                                             |   |   |                    |                                                                   |                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        |                                       |
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|                                                                                             |   |   | Field Label        | What is the reason for the dispute?                               | ¿Cuál es el motivo de la disputa?                              |     |               | Client side error, field level — blank entry:<br>Please explain the reason for your dispute.                                             | Client side error, field level — blank entry:<br>Explica el motivo de tu disputa.                                                       |        |                                       |
|                                                                                             |   |   | Button             | Continue                                                          | Continuar                                                      |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        | Dispute request is submitted to G360. |
|                                                                                             |   |   | Button             | Cancel                                                            | Cancelar                                                       |     |               |                                                                                                                                          |                                                                                                                                         |        |                                       |
| FUSION: DISPUTE A CHARGE — MY COMPLAINT IS RELATED TO A STORE. (SPG ONLY)                   |   |   |                    |                                                                   |                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        |                                       |
| D                                                                                           | T | M | ELEMENT            | COPY                                                              | COPY (SPANISH)                                                 | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                 |
|                                                                                             |   |   | Text               | My complaint is related to a store.                               | Mi reclamo está relacionado con una tienda.                    |     |               |                                                                                                                                          |                                                                                                                                         |        |                                       |
|                                                                                             |   |   | Field Label        | Briefly describe your complaint:                                  | Describe brevemente tu reclamo.                                |     |               | Client side error, field level — blank entry:<br>Please briefly explain your complaint.                                                  | Client side error, field level — blank entry:<br>Explica brevemente tu reclamo.                                                         |        |                                       |
|                                                                                             |   |   |                    |                                                                   |                                                                |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                       |
|                                                                                             |   |   | Button             | Continue                                                          | Continuar                                                      |     |               |                                                                                                                                          |                                                                                                                                         |        |                                       |
|                                                                                             |   |   | Button             | Cancel                                                            | Cancelar                                                       |     |               |                                                                                                                                          |                                                                                                                                         |        |                                       |
| FUSION: DISPUTE A CHARGE — I’M NOT SATISFIED WITH THE QUALITY OF THE MERCHANDISE I RECEIVED |   |   |                    |                                                                   |                                                                |     |               |                                                                                                                                          |                                                                                                                                         |        |                                       |
| D                                                                                           | T | M | ELEMENT            | COPY                                                              | COPY (SPANISH)                                                 | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                | CMS ID | NOTES                                 |
|                                                                                             |   |   | Text               | I’m not satisfied with the quality of the merchandise I received. | No estoy satisfecho con la calidad de la mercancía que recibí. |     |               |                                                                                                                                          |                                                                                                                                         |        |                                       |
|                                                                                             |   |   | Radio Button Label | Have you attempted to resolve the dispute with the merchant?      | ¿Has intentado resolver la disputa con el comerciante?         |     |               |                                                                                                                                          |                                                                                                                                         |        | Conditional: Co-branded cardholders.  |

|  |  |  |                               |                                                                                |                                                                                                    |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  |                                                                                                                       |
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|  |  |  | Radio Buttons                 | Yes/No                                                                         | Sí/No                                                                                              |  |  | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                    | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                      |  | Conditional: Co-branded cardholders.                                                                                  |
|  |  |  | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.    | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar.    |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|  |  |  | Field Label                   | When did you attempt to contact the merchant for an account credit? (Optional) | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta? (Opcional) |  |  | Client side error, field level — blank entry:<br>Please select the date on which you attempted to contact the merchant.                                                                                                                   | Client side error, field level — blank entry:<br>Selecciona la fecha en que intentaste comunicarte con el comerciante.                                                                                                                 |  | Conditional: Co-branded cardholders.                                                                                  |
|  |  |  | Date Field                    | [MM/DD/YYYY]                                                                   | [MM/DD/YYYY]                                                                                       |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                        | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.      |  | Conditional: Co-branded cardholders.                                                                                  |
|  |  |  | Date Picker                   | [Date Picker]                                                                  |                                                                                                    |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | Conditional: Co-branded cardholders.                                                                                  |
|  |  |  | Radio Button Label            | Was your attempt successful?                                                   | ¿Fue tu intento exitoso?                                                                           |  |  | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant.                                                                                                                        | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.                                                                                                                               |  | Conditional: Co-branded cardholders.                                                                                  |
|  |  |  | Radio Buttons                 | Yes/No                                                                         | Sí/No                                                                                              |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | Conditional: Co-branded cardholders.                                                                                  |
|  |  |  | Field Label                   | Describe the merchant’s response:                                              | Describe la respuesta del comerciante:                                                             |  |  | Client side error, field level — blank entry:<br>Please describe the merchant’s response.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: If user selects “Yes,” indicating they were successful in their attempt to contact the merchant.         |

|  |  |  |             |                                                                                                          |                                                                                                            |  |  |                                                                                                                                          |                                                                                                                                         |  |  |
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|  |  |  | Field Label | Describe the desired outcome of this dispute:                                                            | Describe el resultado que esperas de esta disputa:                                                         |  |  | Client side error, field level — blank entry:<br>Please describe the desired outcome of this dispute.                                    | Client side error, field level — blank entry:<br>Describe el resultado que esperas de esta disputa.                                     |  |  |
|  |  |  |             |                                                                                                          |                                                                                                            |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  |  |
|  |  |  | Field Label | Please explain the source of your dissatisfaction, detailing what was promised versus what you received: | Explica el origen de tu insatisfacción, detallando qué te prometieron en comparación con lo que recibiste: |  |  | Client side error, field level — blank entry:<br>Please describe what was promised versus what you received.                             | Client side error, field level — blank entry:<br>Describe qué te prometieron en comparación con lo que recibiste.                       |  |  |
|  |  |  |             |                                                                                                          |                                                                                                            |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  |  |

|  |  |  |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |                                                                                                                                       |                                                                                                                                      |  |                                                  |
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|  |  |  | Text        | <p>In addition, send copies of the following by fax to [Partner Fax #] or by mail to [Partner PO Box, City, State, ZIP. Include your name and account number.</p> <ul style="list-style-type: none"><li>• Supporting documents, such as itemized work orders, sales vouchers, bids for service or repair estimates. In situations where work had to be redone, please send a copy of a letter, estimate or invoice from another merchant declaring the original work unsatisfactory.</li><li>• A letter or document from another merchant that indicates the original merchant performed incorrect or unnecessary work.</li><li>• If applicable, the judgment from court that supports the case was ruled in your favor.</li><li>• If applicable, the state or local law which supports your claim.</li></ul> | <p>Además, envía copias de lo siguiente por fax al [Partner Fax #] o por correo a [Partner PO Box, City, State, ZIP. Incluye tu nombre y número de cuenta.</p> <ul style="list-style-type: none"><li>• Documentos de respaldo, como órdenes de trabajo detalladas, cupones de venta, ofertas del servicio o estimaciones del costo de reparaciones. En aquellas situaciones en las cuales un trabajo haya tenido que rehacerse, envía una copia de una carta, estimación o factura de otro comerciante en la que declares que el trabajo original era insatisfactorio.</li><li>• Una carta o documento de otro comerciante que indique que el comerciante original realizó un trabajo incorrecto o innecesario.</li><li>• Si corresponde, el fallo de un tribunal que respalde que el caso fue resuelto a tu favor.</li><li>• Si corresponde, la ley estatal o local que respalda tu reclamo.</li></ul> |  |  |                                                                                                                                       |                                                                                                                                      |  |                                                  |
|  |  |  | Link        | + Add Additional Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | + Agregar comentarios adicionales                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |                                                                                                                                       |                                                                                                                                      |  | OnClick reveals Form Field                       |
|  |  |  | Field Label | Add Additional Comments (Optional)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Agregar comentarios adicionales (Opcional)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  | Client side error, field level — special characters: Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters: Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: Additional Comments expanded state. |
|  |  |  | Text        | Note: Please allow up to 6 weeks for a resolution with the merchant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |                                                                                                                                       |                                                                                                                                      |  |                                                  |
|  |  |  | Button      | Continue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Continuar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |                                                                                                                                       |                                                                                                                                      |  |                                                  |



|                                                                                    |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
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|                                                                                    |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — THE MERCHANDISE I RECEIVED ARRIVED DAMAGED OR DEFECTIVE |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
| D                                                                                  | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                     | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                          | CMS ID | NOTES                                                                                                                 |
|                                                                                    |   |   | Text                          | I received merchandise that was damaged or defective.                       | Recibí mercancía dañada o con defectos.                                                         |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |
|                                                                                    |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                    |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                             | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                 |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                    |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                                    |   |   | Field Label                   | When did the damaged or defective merchandise arrive?                       | ¿Cuándo llegó la mercancía dañada o con defectos?                                               |     |               | Client side error, field level — blank entry:<br>Please indicate when the merchandise arrived.                                                                                                                     | Client side error, field level — blank entry:<br>Indica cuándo llegó la mercancía.                                                                                                                                                |        |                                                                                                                       |
|                                                                                    |   |   | Date Field                    | [MM/DD/YYYY]                                                                | [MM/DD/YYYY]                                                                                    |     |               | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format. | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresas una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY. |        |                                                                                                                       |
|                                                                                    |   |   | Date Picker                   | [Date Picker]                                                               |                                                                                                 |     |               |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                   |        |                                                                                                                       |



|  |  |  |               |                                                                     |                                                                                         |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                           |
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|  |  |  | Field Label   | Describe the damage or defect:                                      | Describe el daño o el defecto:                                                          |  |  | Client side error, field level — blank entry:<br>Please explain briefly the damage or defect.                                            | Client side error, field level — blank entry:<br>Explica brevemente el daño o el defecto.                                               |  |                                                                                           |
|  |  |  |               |                                                                     |                                                                                         |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  |                                                                                           |
|  |  |  | Field Label   | Did you return or try to return the merchandise? (Optional)         | ¿Devolviste o intentaste devolver la mercancía? (Opcional)                              |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                           |
|  |  |  | Radio Buttons | Yes/No                                                              | Sí/No                                                                                   |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                           |
|  |  |  | Field Label   | When did you return or try to return the merchandise? (Optional)    | ¿Cuándo devolviste o intentaste devolver la mercancía?                                  |  |  |                                                                                                                                          |                                                                                                                                         |  | Conditional: If user selects “YES,” they attempted to return or returned the merchandise. |
|  |  |  | Date Field    | [MM/DD/YYYY]                                                        | [MM/DD/YYYY]                                                                            |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                                 | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.                            |  |                                                                                           |
|  |  |  |               |                                                                     |                                                                                         |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                       | Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.                           |  |                                                                                           |
|  |  |  | Date Picker   | [Date Picker]                                                       |                                                                                         |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                           |
|  |  |  | Field Label   | When did you attempt to contact the merchant for an account credit? | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta? |  |  | Client side error, field level — blank entry:<br>Please indicate when you attempted to contact the merchant.                             | Client side error, field level — blank entry:<br>Indica cuándo intentaste comunicarte con el comerciante.                               |  | Conditional: Co-branded cardholders.                                                      |



|  |  |  |                    |                                    |                                            |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  |                                                                                                                                                |
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|  |  |  | Date Field         | [MM/DD/YYYY]                       | [MM/DD/YYYY]                               |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                        | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.      |  | Conditional: Co-branded cardholders.                                                                                                           |
|  |  |  | Date Picker        | [Date Picker]                      |                                            |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | Conditional: Co-branded cardholders.                                                                                                           |
|  |  |  | Radio Button Label | Was your attempt successful?       | ¿Fue tu intento exitoso?                   |  |  | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant.                                                                                                                        | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.                                                                                                                               |  | Conditional: Co-branded cardholders.                                                                                                           |
|  |  |  | Radio Buttons      | Yes/No                             | Sí/No                                      |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | Conditional: Co-branded cardholders.                                                                                                           |
|  |  |  | Field Label        | Describe the merchant's response:  | Describe la respuesta del comerciante:     |  |  | Client side error, field level — blank entry:<br>Please describe the merchant's response.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: Co-branded cardholders.<br><br>Conditional: If user selects "YES," they were successful in their attempt to contact the merchant. |
|  |  |  | Link               | + Add Additional Comments          | + Agregar comentarios adicionales          |  |  |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                        |  | OnClick reveals Form Field                                                                                                                     |
|  |  |  | Field Label        | Add Additional Comments (Optional) | Agregar comentarios adicionales (Opcional) |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >.                                                                                                  | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >.                                                                                                |  | Conditional: Additional Comments expanded state.                                                                                               |

|                                                                                                   |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |        |                                                                                                                       |
|---------------------------------------------------------------------------------------------------|---|---|-------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------|
|                                                                                                   |   |   | Text                          | Note: Please allow up to 6 weeks for a resolution with the merchant.        | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                           |     |               |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |        |                                                                                                                       |
|                                                                                                   |   |   | Button                        | Continue                                                                    | Continuar                                                                                       |     |               |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |        |                                                                                                                       |
|                                                                                                   |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — THE MERCHANDISE I RECEIVED IS DIFFERENT FROM WHAT I ORIGINALLY ORDERED |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |        |                                                                                                                       |
| D                                                                                                 | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                   | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                               | CMS ID | NOTES                                                                                                                 |
|                                                                                                   |   |   | Text                          | The merchandise I received is different from what I originally ordered.     | La mercancía que recibí es diferente de la que pedí originalmente.                              |     |               |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |        |                                                                                                                       |
|                                                                                                   |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                                   |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                                           | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                                      |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                                   |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                                                   |   |   | Field Label                   | Describe the merchandise you expected to receive:                           | Describe la mercancía que esperabas recibir:                                                    |     |               | Client side error, field level — blank entry:<br>Please explain briefly the merchandise you expected to receive.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Explica brevemente la mercancía que esperabas recibir.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                                                       |
|                                                                                                   |   |   | Field Label                   | When did you receive the merchandise that arrived?                          | ¿Cuándo recibiste la mercancía que llegó?                                                       |     |               | Client side error, field level — blank entry:<br>Please indicate when you received the merchandise that arrived.                                                                                                                                                 | Client side error, field level — blank entry:<br>Indica cuándo recibiste la mercancía que llegó.                                                                                                                                                       |        |                                                                                                                       |

|  |  |  |                    |                                                                     |                                                                                         |  |  |                                                                                                                            |                                                                                                                |  |                                                                                    |
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|  |  |  | Date Field         | [MM/DD/YYYY]                                                        | [MM/DD/YYYY]                                                                            |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                   | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.   |  |                                                                                    |
|  |  |  |                    |                                                                     |                                                                                         |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                         | Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY. |  |                                                                                    |
|  |  |  | Date Picker        | [Date Picker]                                                       |                                                                                         |  |  |                                                                                                                            |                                                                                                                |  |                                                                                    |
|  |  |  | Radio Button Label | Did you return or try to return the merchandise?                    | ¿Devolviste o intentaste devolver la mercancía?                                         |  |  | Client side error, field level — no selection:<br>Please indicate whether you returned or tried to return the merchandise. | Client side error, field level — no selection:<br>Indica si devolviste o intentaste devolver la mercancía.     |  |                                                                                    |
|  |  |  | Radio Buttons      | Yes/No                                                              | Sí/No                                                                                   |  |  |                                                                                                                            |                                                                                                                |  |                                                                                    |
|  |  |  | Field Label        | When did you return or try to return merchandise? (Optional)        | ¿Cuándo devolviste o intentaste devolver la mercancía? (Opcional)                       |  |  |                                                                                                                            |                                                                                                                |  | Conditional: If user selects “Yes,” they returned/tried to return the merchandise. |
|  |  |  | Date Field         | [MM/DD/YYYY]                                                        | [MM/DD/YYYY]                                                                            |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                   | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.   |  |                                                                                    |
|  |  |  |                    |                                                                     |                                                                                         |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                         | Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY. |  |                                                                                    |
|  |  |  | Date Picker        | [Date Picker]                                                       |                                                                                         |  |  |                                                                                                                            |                                                                                                                |  |                                                                                    |
|  |  |  | Field Label        | When did you attempt to contact the merchant for an account credit? | ¿Cuándo intentaste comunicarte con el comerciante para obtener un crédito en la cuenta? |  |  | Client side error, field level — blank entry:<br>Please indicate when you attempted to contact the merchant.               | Client side error, field level — blank entry:<br>Indica cuándo intentaste comunicarte con el comerciante.      |  | Conditional: Co-branded cardholders.                                               |

|  |  |  |                    |                                                                                                                                                           |                                                                                                                                                                   |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                    |
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|  |  |  | Date Field         | [MM/DD/YYYY]                                                                                                                                              | [MM/DD/YYYY]                                                                                                                                                      |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.                                 | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.                            |  | Conditional: Co-branded cardholders.                                                               |
|  |  |  |                    |                                                                                                                                                           |                                                                                                                                                                   |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.                                       | Client-side format error, invalid date entered:<br>Ingresa una fecha válida utilizando el formato MM/DD/YYYY.                           |  |                                                                                                    |
|  |  |  | Date Picker        | [Date Picker]                                                                                                                                             |                                                                                                                                                                   |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                    |
|  |  |  | Radio Button Label | Was your attempt successful?                                                                                                                              | ¿Fue tu intento exitoso?                                                                                                                                          |  |  |                                                                                                                                          |                                                                                                                                         |  | Conditional: Co-branded cardholders.                                                               |
|  |  |  | Radio Buttons      | Yes/No                                                                                                                                                    | Sí/No                                                                                                                                                             |  |  | Client side error, field level — no selection:<br>Please indicate whether you successfully contacted the merchant.                       | Client side error, field level — no selection:<br>Indica si te comunicaste con éxito con el comerciante.                                |  | Conditional: Co-branded cardholders.                                                               |
|  |  |  | Field Label        | Describe the merchant's response:                                                                                                                         | Describe la respuesta del comerciante:                                                                                                                            |  |  | Client side error, field level — blank entry:<br>Please describe the merchant's response.                                                | Client side error, field level — blank entry:<br>Describe la respuesta del comerciante:                                                 |  | Conditional: Co-branded cardholders.                                                               |
|  |  |  |                    |                                                                                                                                                           |                                                                                                                                                                   |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: If user selects "Yes," they were successful in their attempt to contact the merchant. |
|  |  |  | Link               | + Add Additional Comments                                                                                                                                 | + Agregar comentarios adicionales                                                                                                                                 |  |  |                                                                                                                                          |                                                                                                                                         |  | OnClick reveals Form Field                                                                         |
|  |  |  | Field Label        | Add Additional Comments (Optional)                                                                                                                        | Agregar comentarios adicionales (Opcional)                                                                                                                        |  |  | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  | Conditional: Additional Comments expanded state.                                                   |
|  |  |  | Text               | Note: If you don't already have proof of return, please try to obtain it for your records. Please allow up to 6 weeks for a resolution with the merchant. | Nota: Si todavía no tienes un comprobante de la devolución, intenta obtenerlo para tus registros. La resolución con el comerciante puede demorar hasta 6 semanas. |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                    |
|  |  |  | Button             | Continue                                                                                                                                                  | Continuar                                                                                                                                                         |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                    |
|  |  |  | Button             | Cancel                                                                                                                                                    | Cancelar                                                                                                                                                          |  |  |                                                                                                                                          |                                                                                                                                         |  |                                                                                                    |

| FUSION: DISPUTE A CHARGE — MY DISPUTE IS RELATED TO A DELIVERY/SHIPPING CHARGE    |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
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| D                                                                                 | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                               | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                     | CMS ID | NOTES                                                                                                                 |
|                                                                                   |   |   | Text                          | My dispute is related to a delivery/shipping charge.                        | Mi disputa está relacionada con un cargo por entrega/envío.                                     |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
|                                                                                   |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                   |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                                       | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                                            |        | Conditional: Co-branded cardholders.                                                                                  |
|                                                                                   |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        | Conditional: Co-branded cardholders.<br><br>Conditional: If user has NOT attempted resolution with merchant directly. |
|                                                                                   |   |   | Field Label                   | Describe the desired outcome of this dispute:                               | Describe el resultado que esperas de esta disputa:                                              |     |               | Client side error, field level — blank entry:<br>Please explain briefly the desired outcome of this dispute.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Explica brevemente el resultado que esperas de esta disputa.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                                                       |
|                                                                                   |   |   | Text                          | Note: Please allow up to 6 weeks for a resolution with the merchant.        | Nota: La resolución con el comerciante puede demorar hasta 6 semanas.                           |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
|                                                                                   |   |   | Button                        | Continue                                                                    | Continuar                                                                                       |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
|                                                                                   |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
| FUSION: DISPUTE A CHARGE — MY DISPUTE IS RELATED TO A MERCHANDISE PRODUCT DISPUTE |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
| D                                                                                 | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                               | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                     | CMS ID | NOTES                                                                                                                 |
|                                                                                   |   |   | Text                          | My dispute is related to a merchandise product dispute.                     | Mi disputa está relacionada con una disputa de un producto.                                     |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        |                                                                                                                       |
|                                                                                   |   |   | Radio Button Label            | Have you attempted to resolve the dispute with the merchant?                | ¿Has intentado resolver la disputa con el comerciante?                                          |     |               |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                              |        | Conditional: Co-branded Only                                                                                          |

|  |  |  |                               |                                                                             |                                                                                                 |  |  |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                       |  |                                                                                            |
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|  |  |  | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |  |  | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                      | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                                     |  | Conditional: Co-branded Only                                                               |
|  |  |  | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |  |  |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                       |  | Conditional: Co-branded Only, if user has NOT attempted resolution with merchant directly. |
|  |  |  | Dropdown Label                | What is the reason for this dispute?                                        | ¿Cuál es el motivo de esta disputa?                                                             |  |  | Client side error, field level — no selection:<br>Please select a reason for this dispute.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >.  | Error por parte del cliente, nivel de campo — sin selección<br>Selecciona un motivo para esta disputa.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |  |                                                                                            |
|  |  |  | Dropdown Element              | Select One                                                                  | Seleccionar uno                                                                                 |  |  |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                       |  |                                                                                            |
|  |  |  | Dropdown Element              | Product wasn't received.                                                    | No recibí el producto.                                                                          |  |  |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                       |  |                                                                                            |
|  |  |  | Field Label                   | When did you order the product?                                             | ¿Cuándo solicitaste el producto?                                                                |  |  | Client side error, field level — blank entry:<br>Please indicate when you ordered the product.                                                                                                                                              | Client side error, field level — blank entry:<br>Indica cuándo solicitaste el producto.                                                                                                                                                               |  | Conditional: If user selects "Product wasn't received."                                    |
|  |  |  | Dropdown Element              | Product was defective.                                                      | El producto tenía defectos.                                                                     |  |  |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                       |  |                                                                                            |
|  |  |  | Field Label                   | Please briefly describe the defect.                                         | Describe brevemente el defecto.                                                                 |  |  | Client side error, field level — blank entry:<br>Please briefly explain the product defect.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Explica brevemente el defecto del producto.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >.           |  | Conditional: If user selects "Product was defective."                                      |
|  |  |  | Dropdown Element              | Product was returned.                                                       | El producto fue devuelto.                                                                       |  |  |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                       |  |                                                                                            |
|  |  |  | Field Label                   | When did you return the product?                                            | ¿Cuándo devolviste el producto?                                                                 |  |  | Client side error, field level — blank entry:<br>Please indicate when you returned the product.                                                                                                                                             | Client side error, field level — blank entry:<br>Indica cuándo devolviste el producto.                                                                                                                                                                |  | Conditional: If user selects "Product was defective."                                      |
|  |  |  | Dropdown Element              | A credit is missing.                                                        | Se omitió un crédito.                                                                           |  |  |                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                       |  |                                                                                            |



|  |  |  |                               |                                                                              |                                                                                         |  |  |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                                                   |
|--|--|--|-------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Label                   | Have you attempted to contact the merchant?                                  | ¿Has intentado comunicarte con el comerciante?                                          |  |  |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                    |  | Conditional: If user selects “A credit is missing.”<br><br>Co-branded user: does NOT appear, as this information has been collected above.                                                                                        |
|  |  |  | Radio Buttons                 | Yes/No                                                                       | Sí/No                                                                                   |  |  | Client side error, field level — blank entry:<br>Please indicate whether you have attempted to contact merchant.                                                                                                   | Client side error, field level — blank entry:<br>Indica si intentaste comunicarte con el comerciante.                                                                                                                              |  | Conditional: If user selects “A credit is missing.”<br><br>Co-branded user: does NOT appear, as this information has been collected above.                                                                                        |
|  |  |  | Section-Level Status Feedback | Please try to contact the merchant regarding your dispute before proceeding. | Intenta comunicarte con el comerciante en relación con tu disputa antes de continuar.   |  |  |                                                                                                                                                                                                                    |                                                                                                                                                                                                                                    |  | Conditional: If user selects “A credit is missing.”<br><br>Conditional: If user selects “NO,” they have NOT tried to contact the merchant.<br><br>Co-branded user: does NOT appear, as this information has been collected above. |
|  |  |  | Field Label                   | When did you attempt to contact the merchant for an account credit?          | ¿Cuándo intentaste comunicatse con el comerciante para obtener un crédito en la cuenta? |  |  | Client side error, field level — blank entry:<br>Please indicate when you tried to contact the merchant.                                                                                                           | Client side error, field level — blank entry:<br>Indica cuándo trataste comunicarte con el comerciante.                                                                                                                            |  | Conditional: If user selects “Yes,” they have tried to contact the merchant.<br><br>Conditional: Co-branded users who selected “A credit is missing.”                                                                             |
|  |  |  | Date Field                    | [MM/DD/YYYY]                                                                 | [MM/DD/YYYY]                                                                            |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br><br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format. | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br><br>Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY. |  | Conditional: If user selects “Yes,” they have tried to contact the merchant.<br><br>Conditional: Co-branded users who selected “A credit is missing.”                                                                             |



|                                                                                 |   |   |             |                                                                      |                                                                       |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |
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|                                                                                 |   |   | Date Picker | [Date Picker]                                                        |                                                                       |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        | Conditional: If user selects “Yes,” they have tried to contact the merchant.<br><br>Conditional: Co-branded users who selected “A credit is missing.” |
|                                                                                 |   |   | Field Label | Please enter the amount of the missing credit:                       | Ingresa el monto del crédito omitido:                                 |     |               | Client side error, field level — blank entry:<br>Please enter the amount of the missing credit.                                                                                                                                               | Client side error, field level — blank entry:<br>Ingresa el monto del crédito omitido.                                                                                                                                                  |        | Conditional: If user/Co-branded user selects “A credit is missing.”                                                                                   |
|                                                                                 |   |   | Text        | Note: Please allow up to 6 weeks for a resolution with the merchant. | Nota: La resolución con el comerciante puede demorar hasta 6 semanas. |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |
|                                                                                 |   |   | Button      | Continue                                                             | Continuar                                                             |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |
|                                                                                 |   |   | Button      | Cancel                                                               | Cancelar                                                              |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |
| FUSION: DISPUTE A CHARGE — I AGREE WITH THE RESOLUTION OF A PREVIOUS DISPUTE    |   |   |             |                                                                      |                                                                       |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |
| D                                                                               | T | M | ELEMENT     | COPY                                                                 | COPY (SPANISH)                                                        | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                | CMS ID | NOTES                                                                                                                                                 |
|                                                                                 |   |   | Text        | I agree with the resolution of a previous dispute.                   | Estoy de acuerdo con la resolución de una disputa anterior.           |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |
|                                                                                 |   |   | Field Label | Please briefly explain the previous dispute.                         | Explica brevemente la disputa anterior.                               |     |               | Client side error, field level — blank entry:<br>Please briefly explain the previous dispute.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Explica brevemente la disputa anterior.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                                                                                       |
|                                                                                 |   |   | Button      | Continue                                                             | Continuar                                                             |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |
|                                                                                 |   |   | Button      | Cancel                                                               | Cancelar                                                              |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |
| FUSION: DISPUTE A CHARGE — I DISAGREE WITH THE RESOLUTION OF A PREVIOUS DISPUTE |   |   |             |                                                                      |                                                                       |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |
| D                                                                               | T | M | ELEMENT     | COPY                                                                 | COPY (SPANISH)                                                        | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                | CMS ID | NOTES                                                                                                                                                 |
|                                                                                 |   |   | Text        | I disagree with the resolution of a previous dispute.                | No estoy de acuerdo con la resolución de una disputa anterior.        |     |               |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                         |        |                                                                                                                                                       |



|                                                                                 |   |   |             |                                                                             |                                                                                               |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
|---------------------------------------------------------------------------------|---|---|-------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|
|                                                                                 |   |   | Field Label | Please briefly explain the reason you disagree with the dispute resolution: | Explica brevemente el motivo por el cual no estás de acuerdo con la resolución de la disputa: |     |               | Client side error, field level — blank entry:<br>Please briefly explain the reason you disagree with the resolution.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Explica brevemente el motivo por el cual no estás de acuerdo con la resolución.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |       |
|                                                                                 |   |   | Button      | Continue                                                                    | Continuar                                                                                     |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
|                                                                                 |   |   | Button      | Cancel                                                                      | Cancelar                                                                                      |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
| FUSION: DISPUTE A CHARGE — I HAVE NEW INFORMATION RELATED TO A PREVIOUS DISPUTE |   |   |             |                                                                             |                                                                                               |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
| D                                                                               | T | M | ELEMENT     | COPY                                                                        | COPY (SPANISH)                                                                                | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                       | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                        | CMS ID | NOTES |
|                                                                                 |   |   | Text        | I have new information related to a previous dispute.                       | Tengo nueva información relacionada con una disputa anterior.                                 |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
|                                                                                 |   |   | Field Label | Please briefly explain any additional information:                          | Explica brevemente cualquier información adicional:                                           |     |               | Client side error, field level — blank entry:<br>Please briefly explain any additional information.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >.                  | Client side error, field level — blank entry:<br>Explica brevemente cualquier información adicional.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >.                             |        |       |
|                                                                                 |   |   | Button      | Continue                                                                    | Continuar                                                                                     |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
|                                                                                 |   |   | Button      | Cancel                                                                      | Cancelar                                                                                      |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
| FUSION: DISPUTE A CHARGE — I WANT TO CANCEL A PREVIOUSLY FILED A DISPUTE        |   |   |             |                                                                             |                                                                                               |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
| D                                                                               | T | M | ELEMENT     | COPY                                                                        | COPY (SPANISH)                                                                                | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                       | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                        | CMS ID | NOTES |
|                                                                                 |   |   | Text        | I want to cancel a previously filed dispute.                                | Deseo cancelar una disputa presentada con anterioridad.                                       |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
|                                                                                 |   |   | Field Label | Briefly explain your reason for canceling this dispute: (Optional)          | Explica brevemente el motivo para cancelar esta disputa: (Opcional)                           |     |               | Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >.                                                                                                                             | Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >.                                                                                                                                         |        |       |
|                                                                                 |   |   | Button      | Continue                                                                    | Continuar                                                                                     |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |
|                                                                                 |   |   | Button      | Cancel                                                                      | Cancelar                                                                                      |     |               |                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                 |        |       |

| FUSION: DISPUTE A CHARGE — I NEED A COPY OF MY TICKET FOR WARRANTY PURPOSES OR FOR MY RECORDS |   |   |                               |                                                                                 |                                                                                                 |     |               |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |        |                                                                                             |
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| D                                                                                             | T | M | ELEMENT                       | COPY                                                                            | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                  | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                | CMS ID | NOTES                                                                                       |
|                                                                                               |   |   | Text                          | I need a copy of my ticket for warranty purposes or for my records.             | Necesito una copia de mi recibo con fines de garantía o para mis registros                      |     |               |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |        |                                                                                             |
|                                                                                               |   |   | Radio Button Label            | Have you attempted to contact the merchant?                                     | ¿Has intentado comunicarte con el comerciante?                                                  |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                          | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                       |        | Co-branded Only                                                                             |
|                                                                                               |   |   | Radio Buttons                 | Yes/No                                                                          | Sí/No                                                                                           |     |               |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |        | Co-branded Only                                                                             |
|                                                                                               |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing.     | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |        | Co-branded Only<br><br>Appears if user has NOT attempted resolution with merchant directly. |
|                                                                                               |   |   | Field Label                   | Please describe the original purchase for which you need a copy of your ticket: | Describe la compra original para la que necesitas una copia de tu recibo:                       |     |               | Client side error, field level — blank entry:<br>Please briefly describe the original purchase.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe brevemente la compra original.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                             |
|                                                                                               |   |   | Button                        | Continue                                                                        | Continuar                                                                                       |     |               |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |        |                                                                                             |
|                                                                                               |   |   | Button                        | Cancel                                                                          | Cancelar                                                                                        |     |               |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |        |                                                                                             |
| FUSION: DISPUTE A CHARGE — I NEED PROOF OF DELIVERY                                           |   |   |                               |                                                                                 |                                                                                                 |     |               |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |        |                                                                                             |
| D                                                                                             | T | M | ELEMENT                       | COPY                                                                            | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                  | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                | CMS ID | NOTES                                                                                       |
|                                                                                               |   |   | Text                          | I need proof of delivery.                                                       | Necesito un comprobante de entrega.                                                             |     |               |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |        |                                                                                             |
|                                                                                               |   |   | Radio Button Label            | Have you attempted to contact the merchant?                                     | ¿Has intentado comunicarte con el comerciante?                                                  |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                          | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                                       |        | Co-branded Only                                                                             |
|                                                                                               |   |   | Radio Buttons                 | Yes/No                                                                          | Sí/No                                                                                           |     |               |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |        | Co-branded Only                                                                             |

|                                                                                           |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |        |                                                                                             |
|-------------------------------------------------------------------------------------------|---|---|-------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------------|
|                                                                                           |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |        | Co-branded Only<br><br>Appears if user has NOT attempted resolution with merchant directly. |
|                                                                                           |   |   | Field Label                   | Please describe the original purchase for which you need proof of delivery: | Describe la compra original para la que necesitas un comprobante de entrega:                    |     |               | Client side error, field level — blank entry:<br>Please briefly describe the purchase.<br><br>Client side error, field level — special characters:<br>Please try again without using the following special characters: %, « », or < >. | Client side error, field level — blank entry:<br>Describe brevemente la compra.<br><br>Client side error, field level — special characters:<br>Inténtalo de nuevo sin usar los siguientes caracteres especiales: %, « » o < >. |        |                                                                                             |
|                                                                                           |   |   | Radio Button Label            | Have you seen a copy of the proof of delivery?                              | ¿Has visto una copia del comprobante de entrega?                                                |     |               | Client side error, field level — no selection:<br>Please indicate whether you've seen a copy of the proof of delivery.                                                                                                                 | Client side error, field level — no selection:<br>Indica si has visto una copia del comprobante de entrega.                                                                                                                    |        |                                                                                             |
|                                                                                           |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |        | Co-branded Only                                                                             |
|                                                                                           |   |   | Button                        | Continue                                                                    | Continuar                                                                                       |     |               |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |        |                                                                                             |
|                                                                                           |   |   | Button                        | Cancel                                                                      | Cancelar                                                                                        |     |               |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |        |                                                                                             |
| FUSION: DISPUTE A CHARGE — I REQUESTED A COPY OF MY TICKET, BUT IT HAS NOT BEEN RECEIVED. |   |   |                               |                                                                             |                                                                                                 |     |               |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |        |                                                                                             |
| D                                                                                         | T | M | ELEMENT                       | COPY                                                                        | COPY (SPANISH)                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                         | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                       | CMS ID | NOTES                                                                                       |
|                                                                                           |   |   | Text                          | I requested a copy of my ticket, but it has not been received.              | Solicité una copia de mi recibo, pero no la he recibido.                                        |     |               |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |        |                                                                                             |
|                                                                                           |   |   | Radio Button Label            | Have you attempted to contact the merchant?                                 | ¿Has intentado comunicarte con el comerciante?                                                  |     |               |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |        | Co-branded Only                                                                             |
|                                                                                           |   |   | Radio Buttons                 | Yes/No                                                                      | Sí/No                                                                                           |     |               | Client side error, field level — no selection:<br>Please indicate whether you have attempted to resolve the dispute with the merchant.                                                                                                 | Client side error, field level — no selection:<br>Indica si has intentado resolver la disputa con el comerciante.                                                                                                              |        | Co-branded Only                                                                             |
|                                                                                           |   |   | Section-Level Status Feedback | Please try to contact the merchant directly for a credit before continuing. | Intenta comunicarte directamente con el comerciante para obtener un crédito antes de continuar. |     |               |                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                |        | Co-branded Only<br><br>Appears if user has NOT attempted resolution with merchant directly. |

|                                   |   |   |                    |                                                             |                                                             |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|-----------------------------------|---|---|--------------------|-------------------------------------------------------------|-------------------------------------------------------------|-----|---------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------|
|                                   |   |   | Radio Button Label | Did you make the request more than 6 weeks ago?             | ¿Realizaste la solicitud hace más de 6 semanas?             |     |               | Client side error, field level — blank entry:<br>Please indicate whether you made your request more than 6 weeks ago. | Client side error, field level — blank entry:<br>Indica si realizaste la solicitud hace más de 6 semanas. |        |                                                                                  |
|                                   |   |   | Radio Buttons      | Yes/No                                                      | Sí/No                                                       |     |               |                                                                                                                       |                                                                                                           |        | If “Yes,” request is submitted to G360.                                          |
|                                   |   |   | Text               | Please allow up to 6 weeks to receive a copy of the ticket. | Recibir una copia del recibo puede demorar hasta 6 semanas. |     |               |                                                                                                                       |                                                                                                           |        | If “No,” indicating it has been less than 6 weeks since original ticket request. |
|                                   |   |   | Button             | Continue                                                    | Continuar                                                   |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Button             | Cancel                                                      | Cancelar                                                    |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
| FUSION: DISPUTE A CHARGE — VERIFY |   |   |                    |                                                             |                                                             |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
| D                                 | T | M | ELEMENT            | COPY                                                        | COPY (SPANISH)                                              | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                        | ERROR MESSAGES (SPANISH)                                                                                  | CMS ID | NOTES                                                                            |
|                                   |   |   | Header             | Verify Your Information                                     | Verificar tu información                                    |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Field Label        | DATE                                                        | FECHA                                                       |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Dynamic Content    | [MMM DD, YYYY]                                              | [MMM DD, YYYY]                                              |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Field Label        | DESCRIPTION                                                 | DESCRIPCIÓN                                                 |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Dynamic Content    | [Transaction Description]                                   | [Transaction Description]                                   |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Field Label        | TRANSACTION AMOUNT                                          | MONTO DE LA TRANSACCIÓN                                     |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Dynamic Copy       | [\$XXX.XX]                                                  | [\$XXX.XX]                                                  |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Field Label        | DISPUTE AMOUNT                                              | DISPUTAR MONTO                                              |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Dynamic Data       | [\$XXX.XX]                                                  | [\$XXX.XX]                                                  |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Field Label        | DISPUTE TYPE                                                | TIPO DE DISPUTA                                             |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Dynamic Copy       | [Dispute Category]                                          | [Dispute Category]                                          |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Field Label        | REASON FOR DISPUTE                                          | MOTIVO DE LA DISPUTA                                        |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Dynamic Copy       | [Reason for Dispute]                                        | [Reason for Dispute]                                        |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |
|                                   |   |   | Field Label        | [Specific Dispute Question]                                 | [Specific Dispute Question]                                 |     |               |                                                                                                                       |                                                                                                           |        | Conditional: Based on Dispute Type.<br><br>Once for all questions.               |
| a                                 |   |   | Dynamic Content    | [Specific Dispute Answer]                                   | [Specific Dispute Answer]                                   |     |               |                                                                                                                       |                                                                                                           |        | Conditional: Based on Dispute Type.<br><br>Once for all answers.                 |
|                                   |   |   | Link               | Make Changes                                                | Hacer cambios                                               |     |               |                                                                                                                       |                                                                                                           |        |                                                                                  |

|                                                 |   |   |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                       |                                 |                |                          |        |                                        |
|-------------------------------------------------|---|---|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------------------|----------------|--------------------------|--------|----------------------------------------|
|                                                 |   |   | Button          | Cancel                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                       |                                 |                |                          |        |                                        |
|                                                 |   |   | Button          | Submit Dispute                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Enviar disputa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                       |                                 |                |                          |        |                                        |
| FUSION: DISPUTE A CHARGE — DISPUTE CONFIRMATION |   |   |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                       |                                 |                |                          |        |                                        |
| D                                               | T | M | ELEMENT         | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ADA                   | ADA (SPANISH)                   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                  |
|                                                 |   |   | Header          | You’ve Submitted a Dispute                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Has enviado una disputa                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                       |                                 |                |                          |        |                                        |
|                                                 |   |   | Text            | <p>We’ll notify you of the outcome by letter, in your statement and by email. Allow at least 6 weeks for a resolution with the merchant.</p> <p>Please submit any supporting documents to Dispute Department, PO Box 183015, Columbus, OH 43218-3015, or fax to 1-800-767-0291. Include your name and account number.</p> <p>If you have multiple unrecognized charges or your card has been lost or stolen, please <a href="#">report your card as lost or stolen</a>.</p> | <p>Te informaremos el resultado por carta, en tu estado de cuenta y por email. La resolución con el comerciante puede demorar por lo menos 6 semanas.</p> <p>Envía todos los documentos de respaldo a Dispute Department, PO Box 183015, Columbus, OH 43218-3015, o por fax al 1-800-767-0291. Incluye tu nombre y número de cuenta.</p> <p>Si tienes varios cargos no reconocidos o si has perdido o te han robado tu tarjeta, <a href="#">denuncia la pérdida o el robo de tu tarjeta</a>.</p> |                       |                                 |                |                          |        |                                        |
|                                                 |   |   | Text            | View Dispute Details                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Ver detalles de la disputa                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                       |                                 |                |                          |        |                                        |
|                                                 |   |   | Link            | <a href="#">[Expand Icon]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                               | <a href="#">[Expand Icon]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | View dispute details. | Ver detalles de la disputa.     |                |                          |        | Expands to display dispute details.    |
|                                                 |   |   | Text            | Hide Dispute Details                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Ocultar detalles de la disputa                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                       |                                 |                |                          |        |                                        |
|                                                 |   |   | Link            | <a href="#">[Collapse Icon]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                             | <a href="#">[Collapse Icon]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Hide dispute details. | Ocultar detalles de la disputa. |                |                          |        | Hides dispute details.                 |
|                                                 |   |   | Field Label     | DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | FECHA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |                                 |                |                          |        | Conditional: Expanded Dispute Details. |
|                                                 |   |   | Dynamic Content | <a href="#">[MMM DD, YYYY]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                              | <a href="#">[MMM DD, YYYY]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                       |                                 |                |                          |        | Conditional: Expanded Dispute Details. |
|                                                 |   |   | Field Label     | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | DESCRIPCIÓN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                       |                                 |                |                          |        | Conditional: Expanded Dispute Details. |
|                                                 |   |   | Dynamic Content | <a href="#">[Transaction Description]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                   | <a href="#">[Transaction Description]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                       |                                 |                |                          |        | Conditional: Expanded Dispute Details. |
|                                                 |   |   | Field Label     | TRANSACTION AMOUNT                                                                                                                                                                                                                                                                                                                                                                                                                                                          | MONTO DE LA TRANSACCIÓN                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                       |                                 |                |                          |        | Conditional: Expanded Dispute Details. |
|                                                 |   |   | Dynamic Copy    | <a href="#">[\$XXX.XX]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <a href="#">[\$XXX.XX]</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                       |                                 |                |                          |        | Conditional: Expanded Dispute Details. |

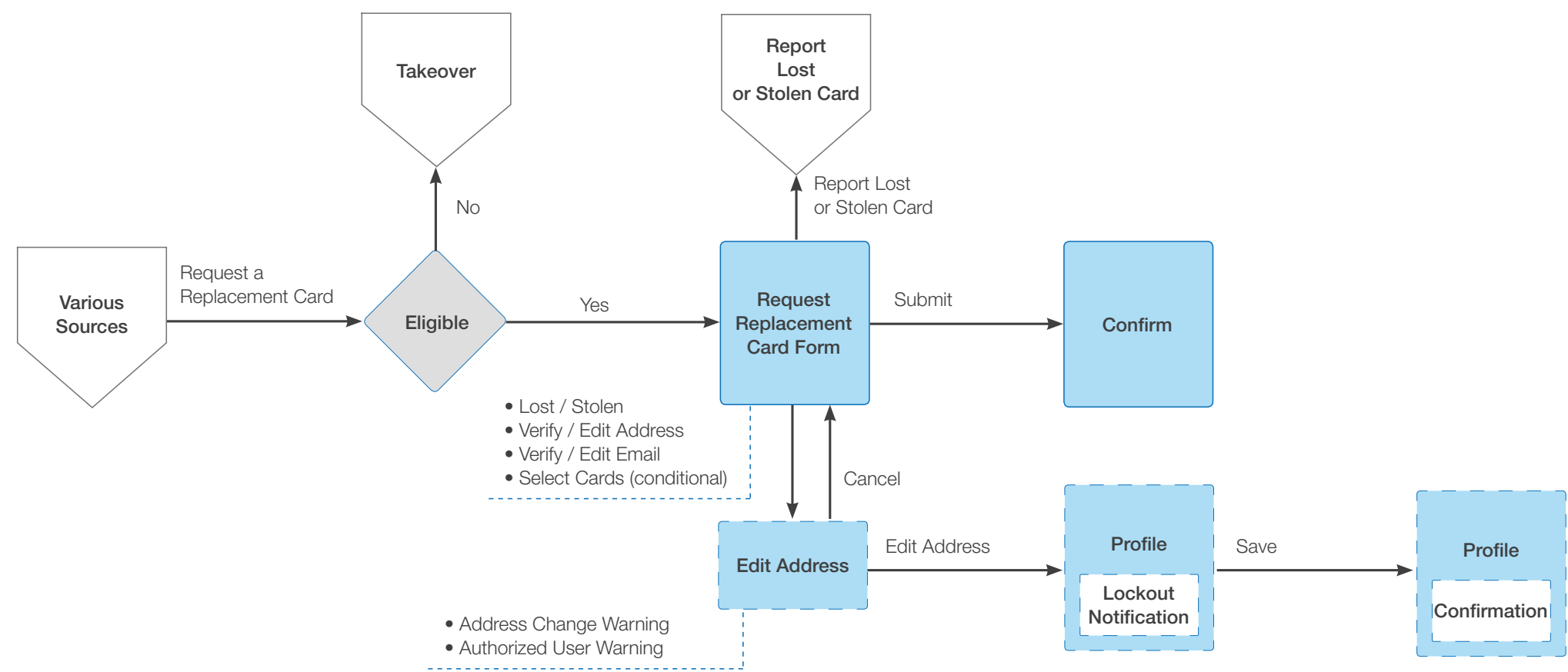
|  |  |  |                 |                             |                             |  |  |  |  |  |                                                                    |
|--|--|--|-----------------|-----------------------------|-----------------------------|--|--|--|--|--|--------------------------------------------------------------------|
|  |  |  | Field Label     | DISPUTE AMOUNT              | DISPUTAR MONTO              |  |  |  |  |  | Conditional: Expanded Dispute Details.                             |
|  |  |  | Dynamic Copy    | [\$XXX.XX]                  | [\$XXX.XX]                  |  |  |  |  |  | Conditional: Expanded Dispute Details.                             |
|  |  |  | Field Label     | DISPUTE TYPE                | TIPO DE DISPUTA             |  |  |  |  |  | Conditional: Expanded Dispute Details.                             |
|  |  |  | Dynamic Copy    | [Dispute Category]          | [Dispute Category]          |  |  |  |  |  | Conditional: Expanded Dispute Details.                             |
|  |  |  | Field Label     | REASON FOR DISPUTE          | MOTIVO DE LA DISPUTA        |  |  |  |  |  | Conditional: Expanded Dispute Details.                             |
|  |  |  | Dynamic Copy    | [Reason for Dispute]        | [Reason for Dispute]        |  |  |  |  |  | Conditional: Expanded Dispute Details.                             |
|  |  |  | Field Label     | [Specific Dispute Question] | [Specific Dispute Question] |  |  |  |  |  | Conditional: Expanded Dispute Details.                             |
|  |  |  |                 |                             |                             |  |  |  |  |  | Conditional: Based on Dispute Type.<br><br>Once for all questions. |
|  |  |  | Dynamic Content | [Specific Dispute Answer]   | [Specific Dispute Answer]   |  |  |  |  |  | Conditional: Expanded Dispute Details.                             |
|  |  |  |                 |                             |                             |  |  |  |  |  | Conditional: Based on Dispute Type.<br><br>Once for all answers.   |
|  |  |  | Button          | Go to Manage Account        | Ir a Manejar la cuenta      |  |  |  |  |  |                                                                    |
|  |  |  | Button          | Dispute Another Charge      | Disputar otro cargo         |  |  |  |  |  |                                                                    |



Fusion 7 White Label Standard

# Request Replacement Card Module

# User Flow: Request Replacement Card Module



Legend

|                                |                                |
|--------------------------------|--------------------------------|
| <div></div> Screen             | <div></div> Notification       |
| <div></div> Conditional Screen | <div></div> Decision           |
| <div></div> Modal              | <div></div> Off Page Reference |
| <div></div> Conditional Modal  | <div>*</div> Required          |



Wireframe: Request Replacement Card Module, Large View

Request a Replacement Card

Review Your Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat magna labore [report your card as lost or stolen](#) now.

Please confirm or update your address:

211 South Congress, Apt. 205  
Austin, TX 78704

[Edit Address](#) >

Any updates or notifications will be sent to:

s\*\*\*\*m@email.com

[Edit](#)

Select the user(s) whose card(s) you want to replace:

- ☐ Steve Helm
- ☐ Jeanette Helm

Cancel

Submit Request

Page Notes

Module Type: Transactional Module

This is the Request Replacement Card Module. This module can only be accessed by primary users. Displays module takeover if the user has recently enrolled in Fusion, updated their address within the last 30 days, has no address on file, or if a new card has been recently issued. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                                                         | Action                                                                                                                                                                                             | Notes                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Instructional Text                                              | None                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2   | Report your card as lost or stolen Link                         | onClick displays Report a Lost or Stolen Card module                                                                                                                                               | See Wireframe: Report a Lost or Stolen Card- Overview, Large View                                                                                                                                                                                                                                                                                                                                                 |
| 3   | Primary User Address Text                                       | None                                                                                                                                                                                               | Dynamic content. Displays existing address associated with account. If there is no address on file, displays takeover view.<br><br>See Wireframe: Request Replacement Card Module - Takeover, Large View                                                                                                                                                                                                          |
| 4   | Edit Address Link                                               | onClick displays Edit Address Modal                                                                                                                                                                | See Wireframe: Request a Replacement Card - Edit Address Modal, Large View                                                                                                                                                                                                                                                                                                                                        |
| 5   | Email Address Field                                             | None                                                                                                                                                                                               | Dynamic content. Pre-populates field with email on file. If no email on file, displays blank email fields.                                                                                                                                                                                                                                                                                                        |
| 6   | Edit Link                                                       | onClick displays email fields in-line                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7   | Select the user(s) whose card(s) you want to replace Checkboxes | onClick selects and deselects checkbox option                                                                                                                                                      | Conditional content. Displays only if there is more than one card associated with the account. Displays name of primary user first, followed by names of all authorized users in alphabetical order.<br><br>For Alerts Module Update users, displays this content only if user selects the Replacement Card(s) radio button.<br>See Wireframe: Request Replacement Card Module - Alerts Module Update, Large View |
| 8   | Cancel Button                                                   | onClick dismisses process and displays source page                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9   | Submit Request Button                                           | onClick validates entry for any formatting errors; if an error is found, the form field error is displayed; if there are no formatting errors, the data is submitted and displays the Confirm View | See Wireframe: Request Replacement Card Module - Confirm, Large View                                                                                                                                                                                                                                                                                                                                              |

Wireframe: Request Replacement Card Module, Extra Small View

# Request a Replacement Card

## Review Your Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. [report your card as lost or stolen](#) now.

Please confirm or update your address:

211 South Congress, Apt. 205  
Austin, TX 78704

[Edit Address >](#)

Any updates or notifications will be sent to:

s\*\*\*\*m@email.com

Edit

S\*\*\*\*m@email.com

Edit

Select the user(s) whose card(s) you want to replace:

☐

Steve Helm

☐

Jeanette Helm

Submit Request

Cancel

Page Notes

Module Type: Transactional Module

This is the Request Replacement Card Module. This module can be accessed only by primary users. Displays module takeover if the user has recently enrolled in Fusion, or has updated their address within the last 30 days, or has no address on file. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

# Wireframe: Request Replacement Card Module - Alerts Module, Large View

I want to order:

1

☒ Replacement Card(s)

☐ Additional Card(s)

Select which user(s) you would like to issue an additional card(s):

2

☐ Primary Card

☐ Authorized User Card 1

☐ Authorized User Card 2

☐ Authorized User Card 3

☐ Authorized User Card 4

+ View More

3

Large View - Alerts Module Update - Replacement Card Active, Process Page

I want to order

1

☐ Replacement Card(s)

☒ Additional Card(s)

Select which user(s) you would like to issue an additional card(s):

2

☐ Primary Card

☐ Authorized User Card 1

☐ Authorized User Card 2

☐ Authorized User Card 3

☐ Authorized User Card 4

+ View More

3

Large View - Alerts Module Update - Additional Cards Active, Process Page

## Page Notes

### Module Type: Transactional Module

This is the Request Replacement Card Module. This module can be accessed only by primary users. Displays module takeover if the user has recently enrolled in Fusion, updated their address within the last 30 days, has no address on file, or if a new card has been recently issued. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element                                                                       | Action                                                                                                                            | Notes                                                                                                                                                                                                                                                                                                                     |
|-----|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Replacement or Additional Card(s) Radio Buttons                               | onLoad no option is selected<br>onClick selects option                                                                            | Conditional content. Displays only to Alerts Module Update users.                                                                                                                                                                                                                                                         |
| 2   | Select which user(s) you would like to issue a replacement card(s) Checkboxes | onClick selects and deselects checkbox option                                                                                     | Conditional content. Displays only if there is more than one card associated with the account. Displays name of primary user first, followed by names of authorized users in alphabetical order<br><br>For Alerts Module Update users, displays only after user selects the Replacement or Additional Cards radio button. |
| 3   | + View More / - View Less                                                     | onClick expands to display all users associated with the account in alphabetical order; once expanded link is no longer displayed | Conditional content. Displays link if there are more than 5 cards/ authorized users associated with the account.                                                                                                                                                                                                          |

Wireframe: Request Replacement Card Module - Alerts Module Update, Extra Small View

s\*\*\*\*m@email.comEdit

I want to order:

☒ Replacement Card(s)

☐ Additional Card(s)

Select which user(s) you would like to issue a replacement card(s):

☐ Primary Card

☐ Authorized User Card 1

☐ Authorized User Card 2

Submit Request

Cancel

Extra Small View - Alerts Module Update - Replacement Card Active, Process Page

s\*\*\*\*m@email.comEdit

I want to order:

☐ Replacement Card(s)

☒ Additional Card(s)

Select which user(s) you would like to issue an additional card(s):

☐ Primary Card

☐ Authorized User Card 1

☐ Authorized User Card 2

Submit Request

Cancel

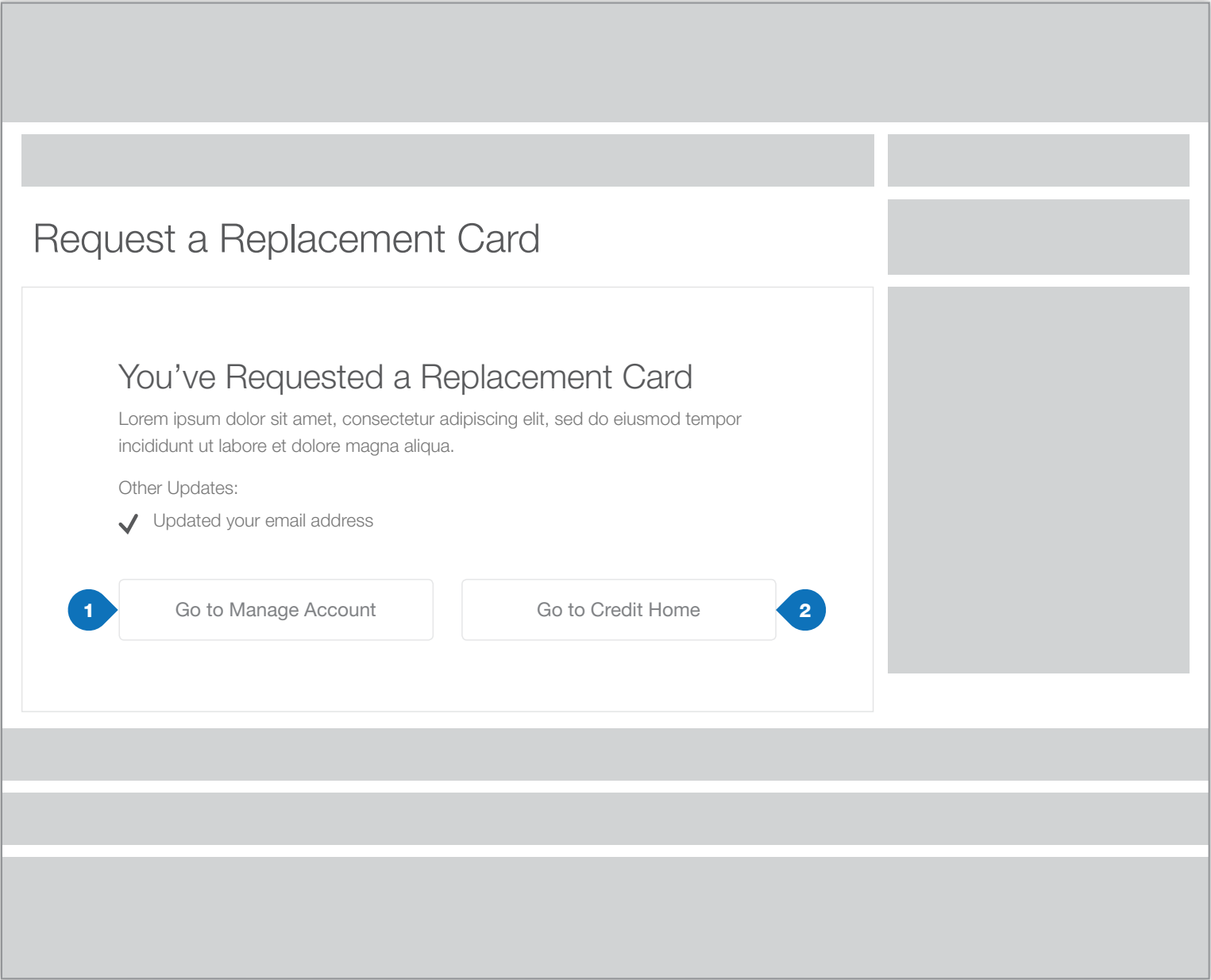
Extra Small View - Alerts Module Update - Additional Cards Active, Process Page

Page Notes

Module Type: Transactional Module

This is the Request Replacement Card Module for Alerts Module Update users. This module can be accessed only by primary users. Displays module takeover if the user has recently enrolled in Fusion, updated their address within the last 30 days, has no address on file, or has recently been issued a new card. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Request Replacement Card Module - Confirm, Large View



Page Notes

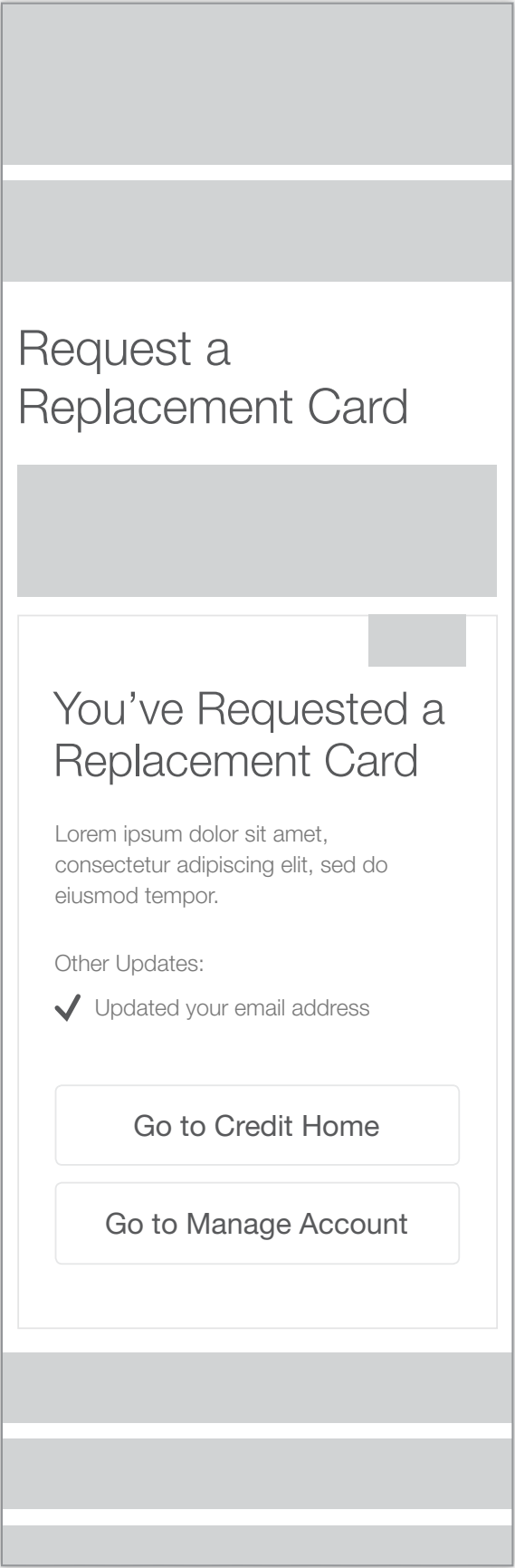
Module Type: Transactional Module

This is the Confirm view of the Request Replacement Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                       | Notes |
|-----|-----------------------------|----------------------------------------------|-------|
| 1   | Go to Manage Account Button | onClick displays Manage Account Landing Page |       |
| 2   | Go to Credit Home Button    | onClick displays Credit Home Landing Page    |       |

Wireframe: Request Replacement Card Module - Confirm, Extra Small View



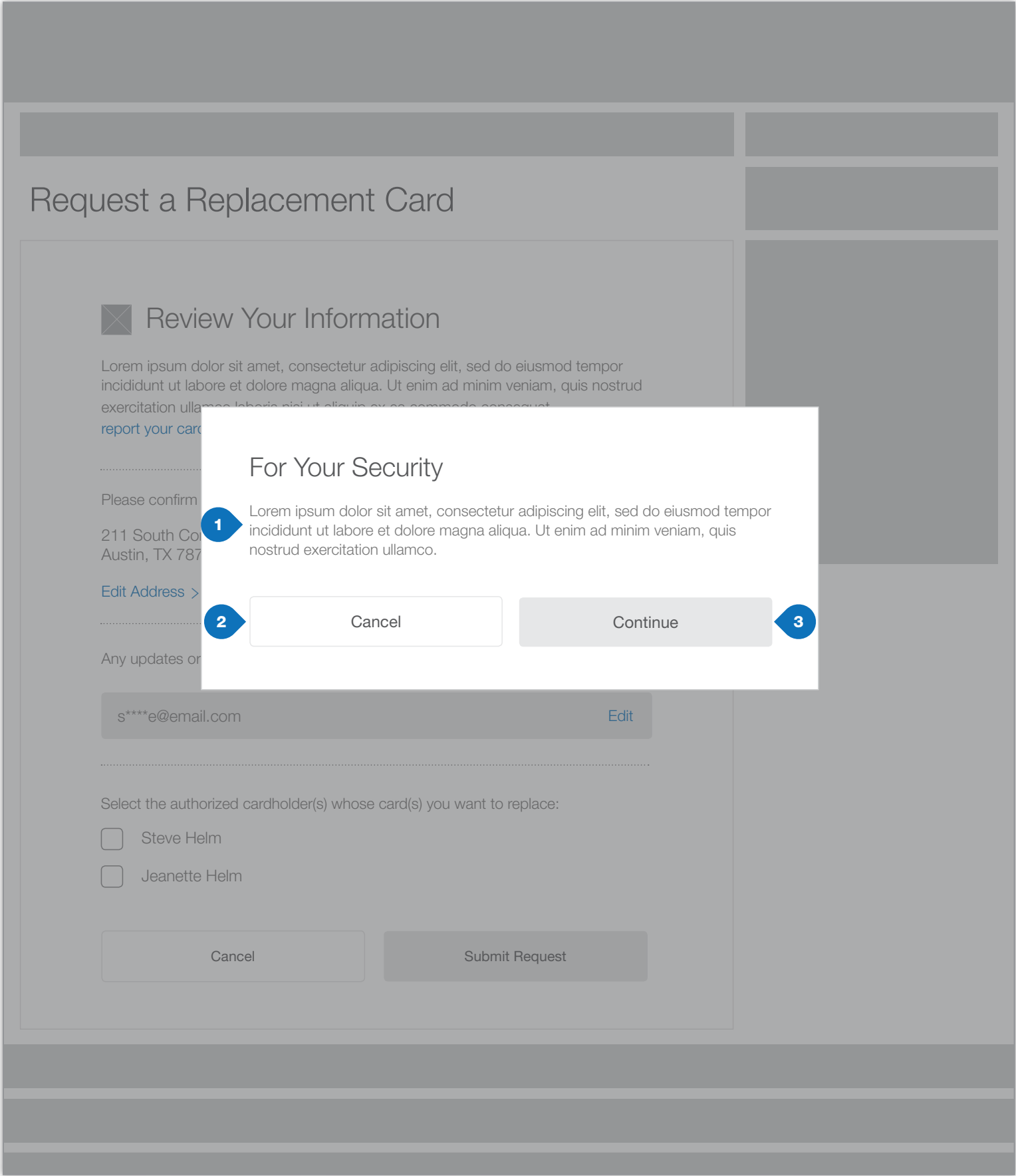
Page Notes

Module Type: Transactional Module

This is the Confirm view of the Request Replacement Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



Wireframe: Request Replacement Card Module - Edit Address Modal, Large View



Page Notes

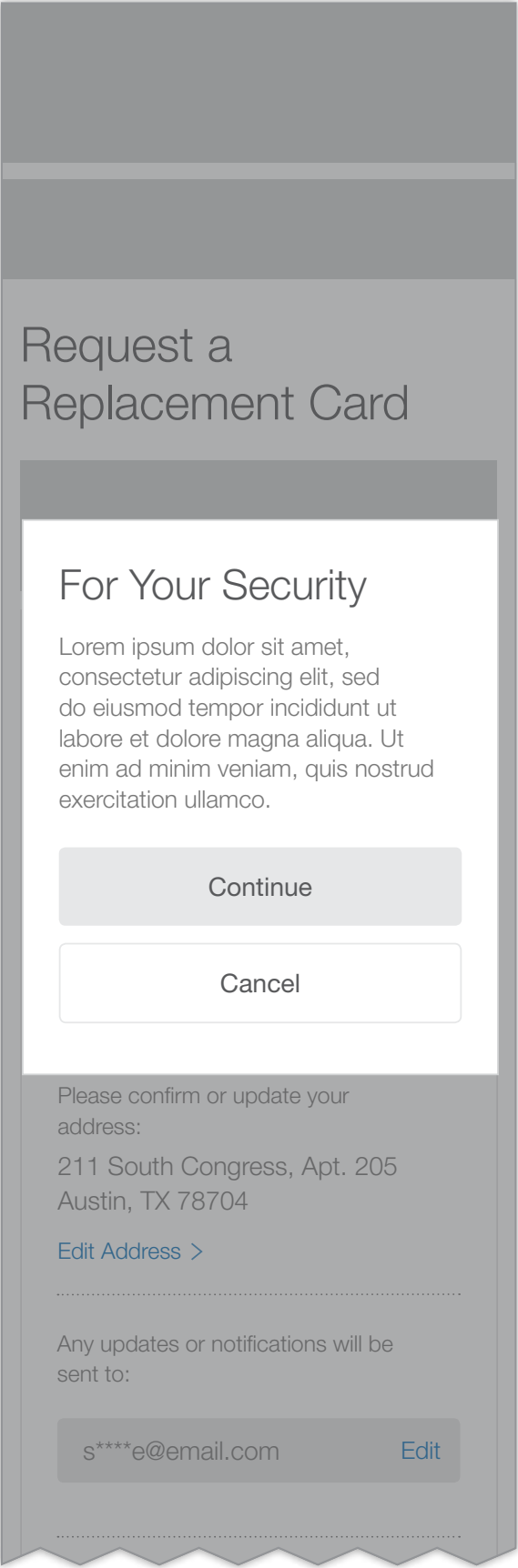
Module Type: Transactional Module

This is the Edit Address Modal view of the Request Replacement Card Module. This page is displayed when the user attempts to edit their address while in the Request Replacement Card flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element         | Action                                                                                              | Notes                                                                |
|-----|-----------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| 1   | Static Text     | None                                                                                                | Refer to copy for details.                                           |
| 2   | Cancel Button   | onClick dismisses modal and displays Request Replacement Card Module                                | See Wireframe: Request Replacement Card Module, Large View           |
| 3   | Continue Button | onClick displays Profile Landing Page with conditional text and Contact Information Drawer expanded | See Wireframe: Card Profile Module - Contact Information, Large View |

Wireframe: Request Replacement Card Module - Edit Address Modal, Extra Small View



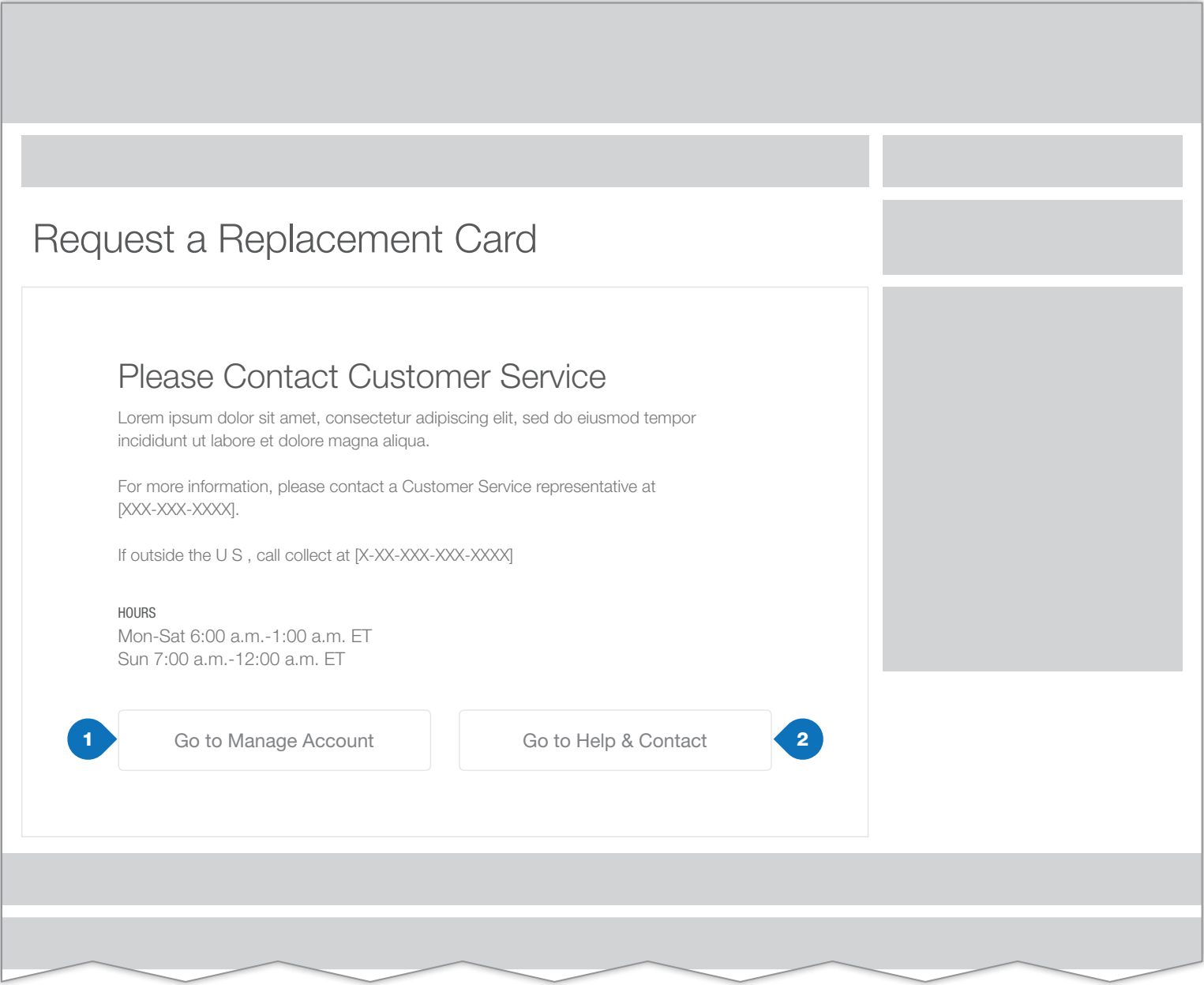
Page Notes

Module Type: Transactional Module

This is the Edit Address Modal view of the Request Replacement Card Module. This page is displayed when the user attempts to edit their address while in the Request Replacement Card flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



Wireframe: Request Replacement Card Module - Takeover, Large View



Page Notes

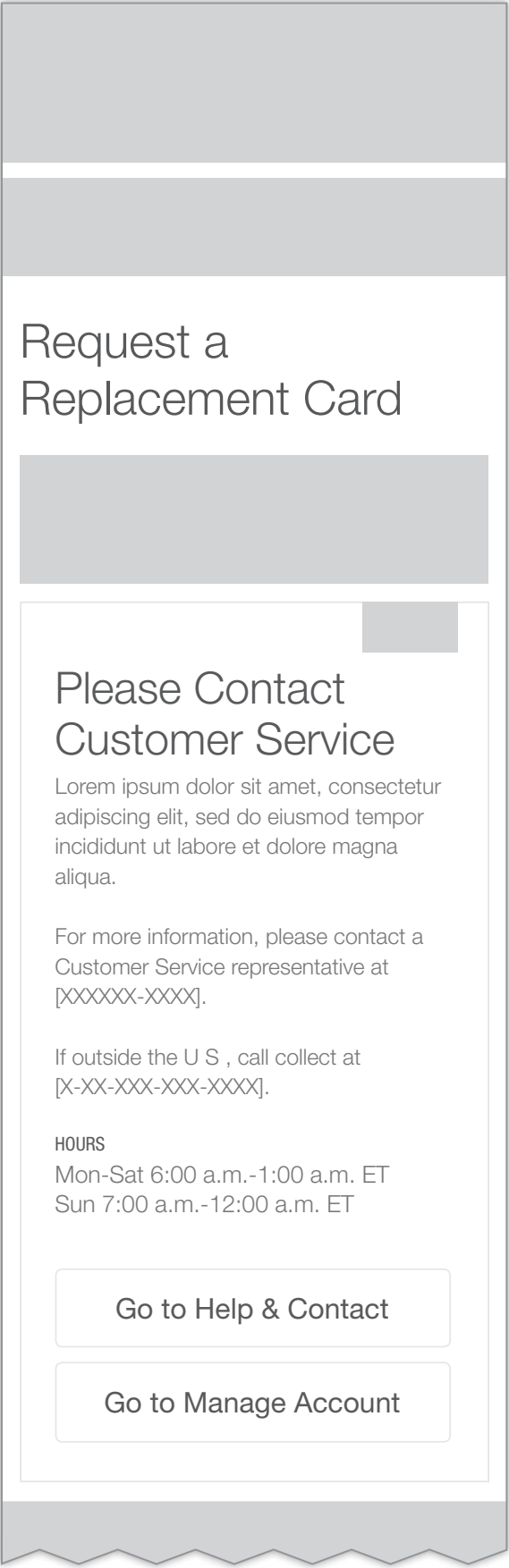
Module Type: Transactional Module

This is the Takeover view of the Request Replacement Card Module. This page displays if user is ineligible to access this flow. Ineligibility statuses: user has recently enrolled in Fusion, has updated their address within the last 30 days, has no address on file, if a new card has been recently issued, extended alert from the credit bureau or if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                       | Notes |
|-----|-----------------------------|----------------------------------------------|-------|
| 1   | Go to Manage Account Button | onClick displays Manage Account Landing Page |       |
| 2   | Go To Help & Contact Button | onClick displays Help & Contact Landing Page |       |

Wireframe: Request Replacement Card Module - Takeover, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Takeover view of the Request Replacement Card Module. This page displays if user is ineligible to access this flow. Ineligibility statuses: user has recently enrolled in Fusion, has updated their address within the last 30 days, has no address on file, if a new card has been recently issued, extended alert from the credit bureau or if the account has bankrupt, charged-off, legal, lost or stolen status. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| FUSION: PAGE TITLE              |   |   |                  |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                     |                                  |                                              |                |                          |        |                                                     |
|---------------------------------|---|---|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------------------|----------------|--------------------------|--------|-----------------------------------------------------|
| D                               | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                                                                      | ADA                              | ADA (SPANISH)                                | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                               |
|                                 |   |   | Page Title       | Request a Replacement Card                                                                                                                                                                                                                                 | Solicitar una tarjeta de reemplazo                                                                                                                                                                                                                                                                  |                                  |                                              |                |                          |        |                                                     |
| FUSION: REVIEW YOUR INFORMATION |   |   |                  |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                     |                                  |                                              |                |                          |        |                                                     |
| D                               | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                                                                      | ADA                              | ADA (SPANISH)                                | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                               |
|                                 |   |   | Header           | Review Your Information                                                                                                                                                                                                                                    | Revisar tuinformación                                                                                                                                                                                                                                                                               |                                  |                                              |                |                          |        |                                                     |
|                                 |   |   | Text             | Replacing your worn or damaged card is easy and takes only minutes. Just verify your information, submit your request and expect your card within 10 days. If your card has been lost or stolen, it's important to report your card as lost or stolen now. | Reemplazar tu tarjeta gastada o dañada es simple y solo demora unos minutos. Simplemente verifica tu información, envía tu solicitud y recibirás tu tarjeta en un plazo de 10 días. Si has perdido o tehan robado tu tarjeta, es importante que denuncies la pérdida o el robo de tu tarjeta ahora. | Report your card lost or stolen. | Denuncia la pérdida o el robo de tu tarjeta. |                |                          |        | Launches “Report Your Card Lost or Stolen” process. |
|                                 |   |   | Field Label      | Please confirm or update your address:                                                                                                                                                                                                                     | Confirma o actualiza tu dirección:                                                                                                                                                                                                                                                                  |                                  |                                              |                |                          |        |                                                     |
|                                 |   |   | Dynamic Content: | [Street] [Apt #]<br>[City, State Zip]                                                                                                                                                                                                                      | [Street] [Apt #]<br>[City, State Zip]                                                                                                                                                                                                                                                               |                                  |                                              |                |                          |        |                                                     |
|                                 |   |   | Link             | Edit Address                                                                                                                                                                                                                                               | Editar la dirección                                                                                                                                                                                                                                                                                 | Edit your mailing address.       | Edita tu dirección postal.                   |                |                          |        | Launches “Edit Address” modal.                      |
|                                 |   |   | Text             | Any updates or notifications will be sent to:                                                                                                                                                                                                              | Todas las actualizaciones o notificaciones serán enviadas a:                                                                                                                                                                                                                                        |                                  |                                              |                |                          |        |                                                     |
|                                 |   |   | Dynamic Content  | [user@domain.com]                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                     |                                  |                                              |                |                          |        |                                                     |
|                                 |   |   | Link             | Edit                                                                                                                                                                                                                                                       | Editar                                                                                                                                                                                                                                                                                              | Edit your email address          | Edita tu dirección de email                  |                |                          |        |                                                     |
|                                 |   |   | Text             | Provide an email to receive updates or notifications:                                                                                                                                                                                                      | Proporciona un email para recibir actualizaciones o notificaciones:                                                                                                                                                                                                                                 |                                  |                                              |                |                          |        | Conditional: If no email on file.                   |

Copy: Request Replacement Card Module

|  |  |  |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                      |                                     |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                            |
|--|--|--|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------|
|  |  |  | Field Label | Email Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                      |                                     | Client-Side Error [Field Level]:<br><br>If blank or invalid data entry:<br><br>Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters:<br><br>The Email Address you enter must be less than 50 characters. Please try a different Email Address. | Errores por parte del cliente:<br><br>Si el ingreso de datos está en blanco o es inválido:<br><br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters:<br><br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente. |  | Appears if no email address on file or user chooses "Edit."                                |
|  |  |  | Field Help  | <p>If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales.</p> <p>If you are currently enrolled in Alerts for your account, any updates you make to your email address in your profile will also update the email address your alerts are sent to.</p> | <p>Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas.</p> <p>Si actualmente se encuentra inscrito en Mensajes de Alertas sobre su cuenta, cualquier actualización que realice a su dirección de email en su perfil también actualizará la dirección de email a la que se envían sus mensajes de alertas.</p> |                      |                                     |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  | <p>Field help text.</p> <p>Appears if no email address on file or user chooses "Edit."</p> |
|  |  |  | Link        | <a href="#">Email Policy</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <a href="#">Normas sobre el Email</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Email Address Policy | Normas sobre la Dirección de Email. |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  | Appears if no email address on file or user chooses "Edit."                                |

|  |  |  |                                |                                                                     |                                                                                       |  |  |                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                           |  |                                                                                                                                                 |
|--|--|--|--------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------------------------------|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Label                    | Confirm Email Address                                               | Confirmar Dirección de Email                                                          |  |  | Client-Side Errors [Field Level]:<br>If blank:<br><b>Please re-enter the Email Address you entered above.</b><br>If Email and Confirm Email fields do not match:<br><b>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com.</b> | Errores por parte del cliente:<br>Si está en blanco:<br><b>Vuelve a ingresar la Dirección de Email que ingresaste arriba.</b><br>Si los cambios Email y Confirmar Email no coinciden:<br><b>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.</b> |  | Appears if no email address on file or user chooses “Edit.”                                                                                     |
|  |  |  | Radio Button Label             | Select the user(s) whose card(s) you want to replace:               | Selecciona al (a los) usuario(s) cuya(s) tarjeta(s) deseas reemplazar:                |  |  | Client-Side Errors [FieldLevel]:<br><br>If no selection:<br><b>Please select a user to complete your request.</b>                                                                                                                                                                                  | Client-Side Errors [FieldLevel]:<br>If no selection:<br><b>Selecciona un usuario para completar tu solicitud.</b>                                                                                                                                                                                                                         |  | Conditional: If Authorized Users on the account.                                                                                                |
|  |  |  | Checkbox                       | [FirstName MiddleInitial LastName]                                  |                                                                                       |  |  |                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                           |  | Primary User listed first, then once for each Authorized User.                                                                                  |
|  |  |  | Radio Button Label             | I want to order:                                                    | Deseo solicitar:                                                                      |  |  | Client-Side Errors [Field Level]:<br>If no selection:<br><b>Please select the type of card you want to order.</b>                                                                                                                                                                                  | Client-Side Errors [Field Level]:<br>If no selection:<br><b>Selecciona el tipo de tarjeta que deseas solicitar.</b>                                                                                                                                                                                                                       |  | Conditional: Separate Entity accounts.                                                                                                          |
|  |  |  | Radio Button                   | Replacement Card(s)                                                 | Tarjeta(s) de reemplazo                                                               |  |  |                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                           |  | Conditional: Separate Entity accounts.                                                                                                          |
|  |  |  | Radio Button                   | Additional Card(s)                                                  | Tarjeta(s) adicionales                                                                |  |  |                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                           |  | Conditional: Separate Entity accounts.                                                                                                          |
|  |  |  | Checkboxes Label (Conditional) | Select which user(s) you would like to issue a replacement card(s): | Selecciona para qué usuario(s) deseas que se emita(n) (una) tarjeta(s) de reemplazo:  |  |  | Client-Side Errors [FieldLevel]:<br><br>If no selection:<br><b>Please select a user to complete your request.</b>                                                                                                                                                                                  | Client-Side Errors [FieldLevel]:<br>If no selection:<br><b>Selecciona un usuario para completar tu solicitud.</b>                                                                                                                                                                                                                         |  | Conditional: Separate Entity accounts, if “Replacement Card(s) selected and Authorized Users on the account.                                    |
|  |  |  | Checkboxes Label (Conditional) | Select which user(s) you would like to issue an additional card(s): | Selecciona para qué usuario(s) deseas que se emita(n) (una) tarjeta(s) adicional(es): |  |  | Client-Side Errors [FieldLevel]:<br><br>If no selection:<br><b>Please select a user to complete your request.</b>                                                                                                                                                                                  | Client-Side Errors [FieldLevel]:<br>If no selection:<br><b>Selecciona un usuario para completar tu solicitud.</b>                                                                                                                                                                                                                         |  | Conditional: Separate Entity accounts, if Authorized Users on the account. if “Additional Card(s) selected and Authorized Users on the account. |
|  |  |  | Checkbox                       | [FirstName Middle Initial LastName]                                 |                                                                                       |  |  |                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                           |  | Primary User listed first, then once for each Authorized User.                                                                                  |
|  |  |  | Link                           | <a href="#">View More</a>                                           | <a href="#">Ver más</a>                                                               |  |  |                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                           |  | Conditional: Separate Entity accounts with more than 3 users.                                                                                   |

|                                    |   |   |                    |                                                                                                                                                                                      |                                                                                                                                                                                                                     |                                      |                                     |                |                          |        |                                                                           |
|------------------------------------|---|---|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------|
|                                    |   |   | Button (Primary)   | Submit Request                                                                                                                                                                       | Enviar solicitud                                                                                                                                                                                                    |                                      |                                     |                |                          |        |                                                                           |
|                                    |   |   | Button (Secondary) | Cancel                                                                                                                                                                               | Cancelar                                                                                                                                                                                                            |                                      |                                     |                |                          |        |                                                                           |
| FUSION: REQUEST CONFIRMATION       |   |   |                    |                                                                                                                                                                                      |                                                                                                                                                                                                                     |                                      |                                     |                |                          |        |                                                                           |
| D                                  | T | M | ELEMENT            | COPY                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                      | ADA                                  | ADA (SPANISH)                       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                     |
|                                    |   |   | Header             | You've Requested a Replacement Card                                                                                                                                                  | Has solicitado una tarjeta de reemplazo                                                                                                                                                                             |                                      |                                     |                |                          |        | CIL error code 000                                                        |
|                                    |   |   | Header             | You've Requested [Replacement Card(s)/Additional Card(s)]                                                                                                                            | Has solicitado [tarjeta(s) de reemplazo/tarjeta(s) adicional(es)]                                                                                                                                                   |                                      |                                     |                |                          |        | Conditional content for single entity accounts.<br><br>CIL error code 000 |
|                                    |   |   | Text               | You and any authorized users will receive your new card within 10 days. Thanks for being a card member.                                                                              | Tu y tus usuarios autorizados recibirán su nueva tarjeta en un plazo de 10 días. Gracias por ser tarjetahabiente.                                                                                                   |                                      |                                     |                |                          |        |                                                                           |
|                                    |   |   | Field Header       | Other Updates:                                                                                                                                                                       | Otras actualizaciones:                                                                                                                                                                                              |                                      |                                     |                |                          |        | Conditional: If user updates/adds mailing address or email.               |
|                                    |   |   | Dynamic Content    | Updated your email address                                                                                                                                                           | Se actualizó tu dirección de email                                                                                                                                                                                  |                                      |                                     |                |                          |        | Conditional: If user updates email.                                       |
|                                    |   |   | Button (Primary)   | Go to Credit Home                                                                                                                                                                    | Ir a la Página principal de crédito                                                                                                                                                                                 |                                      |                                     |                |                          |        |                                                                           |
|                                    |   |   | Button (Secondary) | Go to Manage Account                                                                                                                                                                 | Ir a Manejar la cuenta                                                                                                                                                                                              |                                      |                                     |                |                          |        |                                                                           |
| FUSION: EDIT ADDRESS WARNING MODAL |   |   |                    |                                                                                                                                                                                      |                                                                                                                                                                                                                     |                                      |                                     |                |                          |        |                                                                           |
| D                                  | T | M | ELEMENT            | COPY                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                      | ADA                                  | ADA (SPANISH)                       | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                     |
|                                    |   |   | Header             | For Your Security                                                                                                                                                                    | Por tu seguridad                                                                                                                                                                                                    |                                      |                                     |                |                          |        | Conditional: Appears if user opts to edit address.                        |
|                                    |   |   | Text               | Once you update your address, your online account will be restricted and certain features will be unavailable. You can complete your request for a replacement card at a later date. | Una vez que actualices tu dirección, tu cuenta en línea estará restringida y determinadas características no estarán disponibles. Puedes completar tu solicitud de una tarjeta de reemplazo en una fecha posterior. |                                      |                                     |                |                          |        |                                                                           |
|                                    |   |   | Button (Primary)   | Continue                                                                                                                                                                             | Continuar                                                                                                                                                                                                           | Continue to edit your address.       | Continuar para editar tu dirección. |                |                          |        | Brings user to Profile page to update address.                            |
|                                    |   |   | Button (Secondary) | Cancel                                                                                                                                                                               | Cancelar                                                                                                                                                                                                            | Cancel and do not edit your address. | Cancelar y no editar tu dirección.  |                |                          |        |                                                                           |



| FUSION FIVE: REQUEST FAILURE TAKEOVER |   |   |                    |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                                                                                                     |
|---------------------------------------|---|---|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                     | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                                                                                                                                             | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                               |
|                                       |   |   | Header             | Your Request Could Not Be Completed                                                                                                                                                                                                                                            | Tu solicitud no pudo completarse                                                                                                                                                                                                                                                                                           |     |               |                |                          |        | Conditional: Appears for server-side error.<br><br>CIL error code 001, 5136                                                                         |
|                                       |   |   | Text               | <p>Please try again later. For additional information, please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>Inténtalo de nuevo más tarde. Para obtener información adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |     |               |                |                          |        |                                                                                                                                                     |
|                                       |   |   | Button (Primary)   | Go to Help & Contact                                                                                                                                                                                                                                                           | Ir a Ayuda y Contacto                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        |                                                                                                                                                     |
|                                       |   |   | Button (Secondary) | Go to Manage Account                                                                                                                                                                                                                                                           | Ir a Manejar la cuenta                                                                                                                                                                                                                                                                                                     |     |               |                |                          |        |                                                                                                                                                     |
| FUSION: INELIGIBLE LOCKOUT            |   |   |                    |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                                                                                                     |
| D                                     | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                                                                                                                                             | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                               |
|                                       |   |   | Header             | Please Contact Customer Service                                                                                                                                                                                                                                                | Comunícate con Servicio al Cliente                                                                                                                                                                                                                                                                                         |     |               |                |                          |        | Conditional: Appears if user is ineligible to request a replacement card.<br><br>CIL error code 001, 5118, 5098, 5119, 5100, 5108, 5125, 5126, 5107 |

Copy: Request Replacement Card Module

|                                        |   |   | Text               | <p>You are not able to request a replacement card at this time.</p> <p>For additional information, please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>No puedes solicitar una tarjeta de reemplazo en este momento.</p> <p>Para obtener información adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |     |               |                |                          |        |                                                                |
|----------------------------------------|---|---|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------------------------------|
|                                        |   |   | Button (Primary)   | <a href="#">Go to Help &amp; Contact</a>                                                                                                                                                                                                                                                                                   | <a href="#">Ir a Ayuda y Contacto</a>                                                                                                                                                                                                                                                                                                                             |     |               |                |                          |        |                                                                |
|                                        |   |   | Button (Secondary) | <a href="#">Go to Manage Account</a>                                                                                                                                                                                                                                                                                       | <a href="#">Ir a Manejar la cuenta</a>                                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                |
| FUSION: CREDIT BUREAU TAKEOVER MESSAGE |   |   |                    |                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                   |     |               |                |                          |        |                                                                |
| D                                      | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                          |
|                                        |   |   | Header             | Your Account Is Temporarily Restricted                                                                                                                                                                                                                                                                                     | Tu cuenta está restringida temporalmente                                                                                                                                                                                                                                                                                                                          |     |               |                |                          |        | Conditional: Appears if the user has an extended credit alert. |

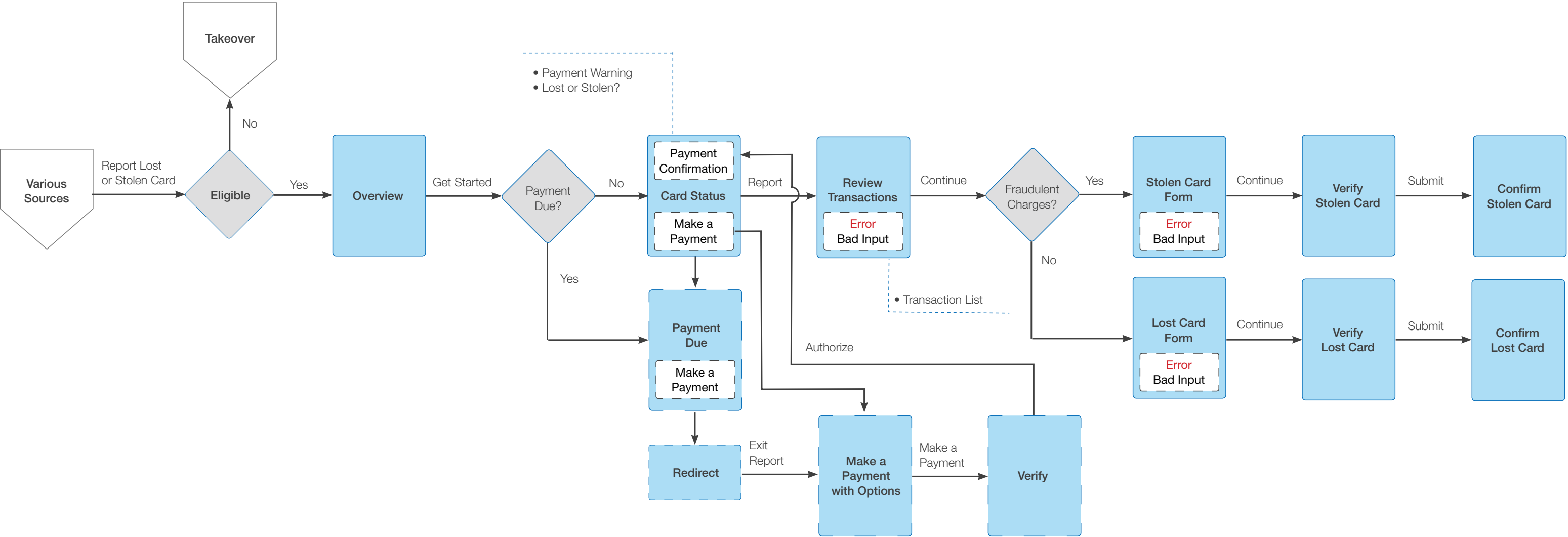


|  |  |  |                    |                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |                          |
|--|--|--|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--------------------------|
|  |  |  | Text               | <p>For your security, we restrict accounts with extended credit bureau alerts from ordering replacement card(s).</p> <p>For additional information, please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>Por tu seguridad, impedimos que las cuentas con alertas de agencias de informes de crédito extendidas soliciten tarjetas de reemplazo.</p> <p>Para obtener información adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |  |  |  |  |  | CIL error code 001, 5009 |
|  |  |  | Button (Primary)   | Go to Help & Contact                                                                                                                                                                                                                                                                                                                                                        | Ir a Ayuda y Contacto                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |                          |
|  |  |  | Button (Secondary) | Go to Manage Account                                                                                                                                                                                                                                                                                                                                                        | Ir a Manejar la cuenta                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |                          |

Fusion 7 White Label Standard

# Report Lost or Stolen Card Module

# User Flow: Report Lost or Stolen Card Module



**Legend**

|                                                                                       |                    |                                                                                       |                    |
|---------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------|--------------------|
|  | Screen             |  | Notification       |
|  | Conditional Screen |  | Decision           |
|  | Modal              |  | Off Page Reference |
|  | Conditional Modal  |  | Required           |

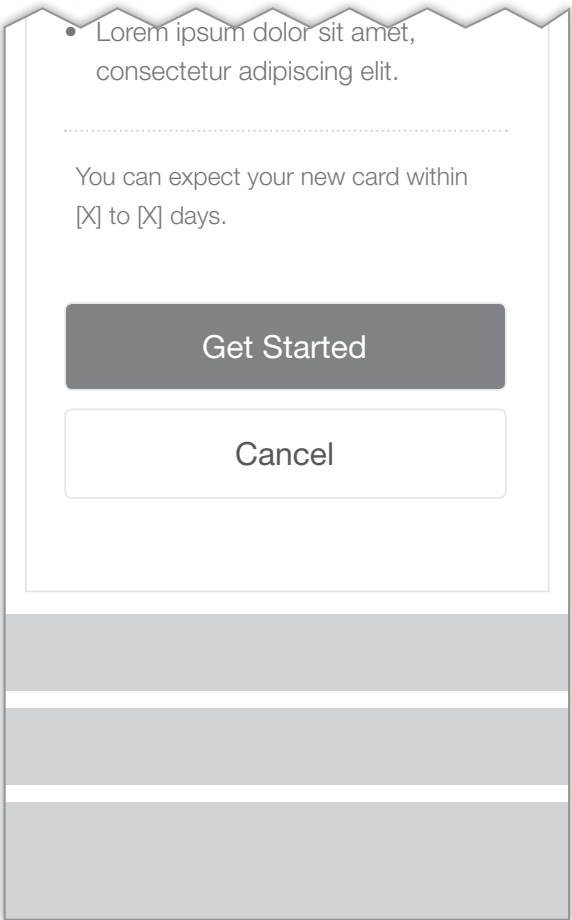
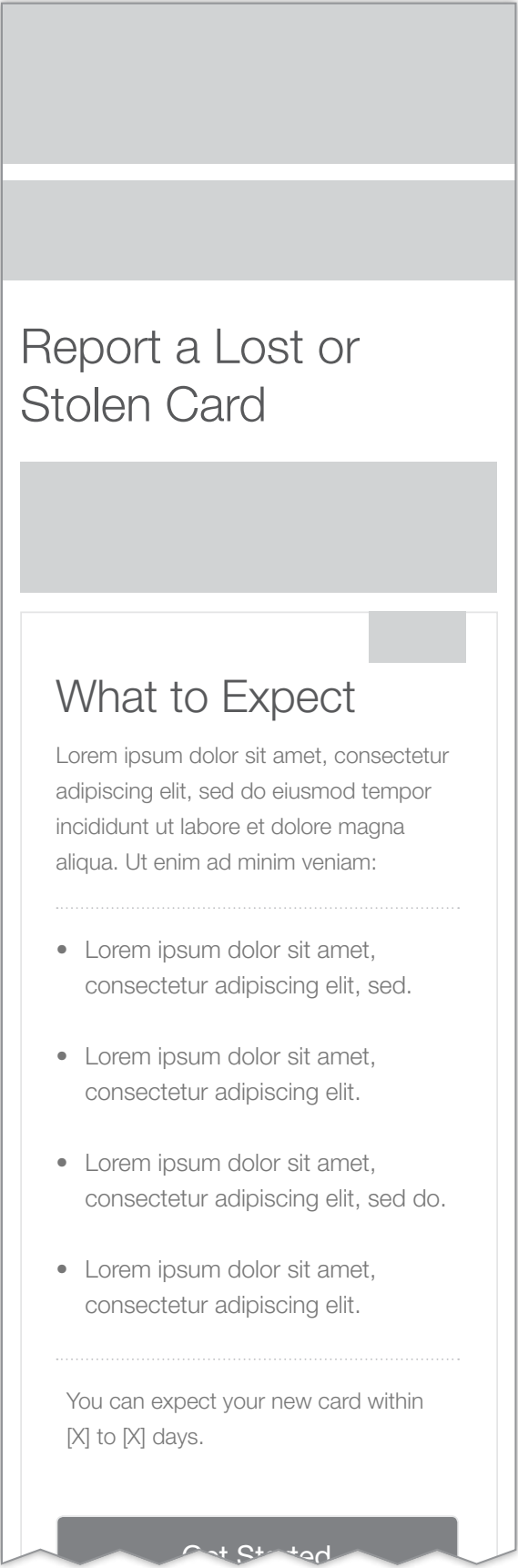
 What to Expect

1

2

| Key | Element            | Action                                                                                                                                                    | Notes                                                                                                                                                             |
|-----|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Cancel Button      | onClick dismisses process and displays source page                                                                                                        |                                                                                                                                                                   |
| 2   | Get Started Button | onClick if user has scheduled payments, displays the Payments Due view<br>If user does not have any scheduled payments, onClick displays Card Status view | See Wireframe: Report a Lost or Stolen Card Module - Payments Due, Large View<br><br>See Wireframe: Report a Lost or Stolen Card Module - Card Status, Large View |

Wireframe: Report Lost or Stolen Card Module - Overview, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Overview step of the Report Lost or Stolen Card Module. If user has updated their address in the last 60 days, or is ineligible to access this module, or is required to provide additional verification, display module takeover. Module is only accessible by the primary user. If user clicks the back button during this flow, displays source page. If session times out during this flow, displays a variation of the time out modal. Refer to copy deck for details. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Report Lost or Stolen Card Module - Payment Due, Large View

# Report a Lost or Stolen Card

Make a Payment

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Payment Status

1

FPO [Partner Provided Card Name] Ending in 1234

2

Payment due date: JUL 30, 2014

3

Minimum payment due: \$25.00

4

You have scheduled an autopayment of \$50 on 07/29/2014

You have 1 scheduled payment for a total of \$50.

5

Make a Payment

No, Thanks

6

| Page Notes                                                                                                                                                                                                                                |                                   |                                        |                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Module Type: Transactional Module                                                                                                                                                                                                         |                                   |                                        |                                                                                                                                                                          |
| This is the Payment Due view of the Report Lost or Stolen Card Module. Display this page if user has a payment due. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. |                                   |                                        |                                                                                                                                                                          |
| Interaction Notes                                                                                                                                                                                                                         |                                   |                                        |                                                                                                                                                                          |
| Key                                                                                                                                                                                                                                       | Element                           | Action                                 | Notes                                                                                                                                                                    |
| 1                                                                                                                                                                                                                                         | Card Art                          | None                                   | Displays card information                                                                                                                                                |
| 2                                                                                                                                                                                                                                         | Payment Due Date                  | None                                   | Displays the payment due date for that billing cycle                                                                                                                     |
| 3                                                                                                                                                                                                                                         | Minimum Payment Due               | None                                   | Displays the next Minimum Payment Due                                                                                                                                    |
| 4                                                                                                                                                                                                                                         | Scheduled Payment or AutoPay Text | None                                   | Dynamic content. Displays one summary statement each for scheduled autopayments and payments for that billing cycle, with autopayments first. Refer to copy for content. |
| 5                                                                                                                                                                                                                                         | Make a Payment Button             | onClick displays Redirect Modal        | See Wireframe: Report Lost or Stolen Card Module - Redirect Modal, Large View                                                                                            |
| 6                                                                                                                                                                                                                                         | No, Thanks Button                 | onClick displays next step in the flow | See Wireframe: Report a Lost or Stolen Card Module - Card Status, Large View                                                                                             |

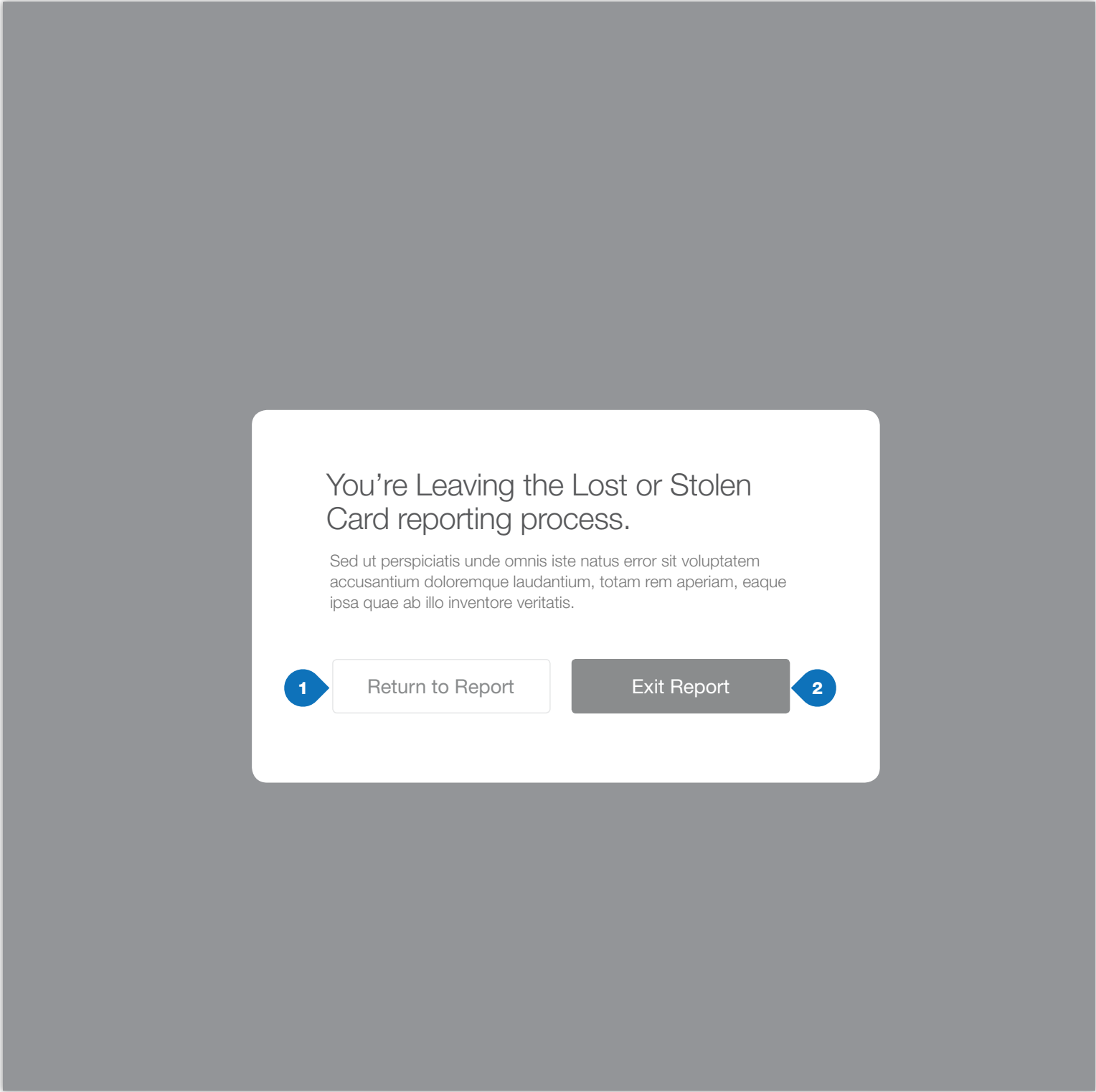
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823



## Wireframe: Report Lost or Stolen Card Module - Redirect Modal, Large View



### Page Notes

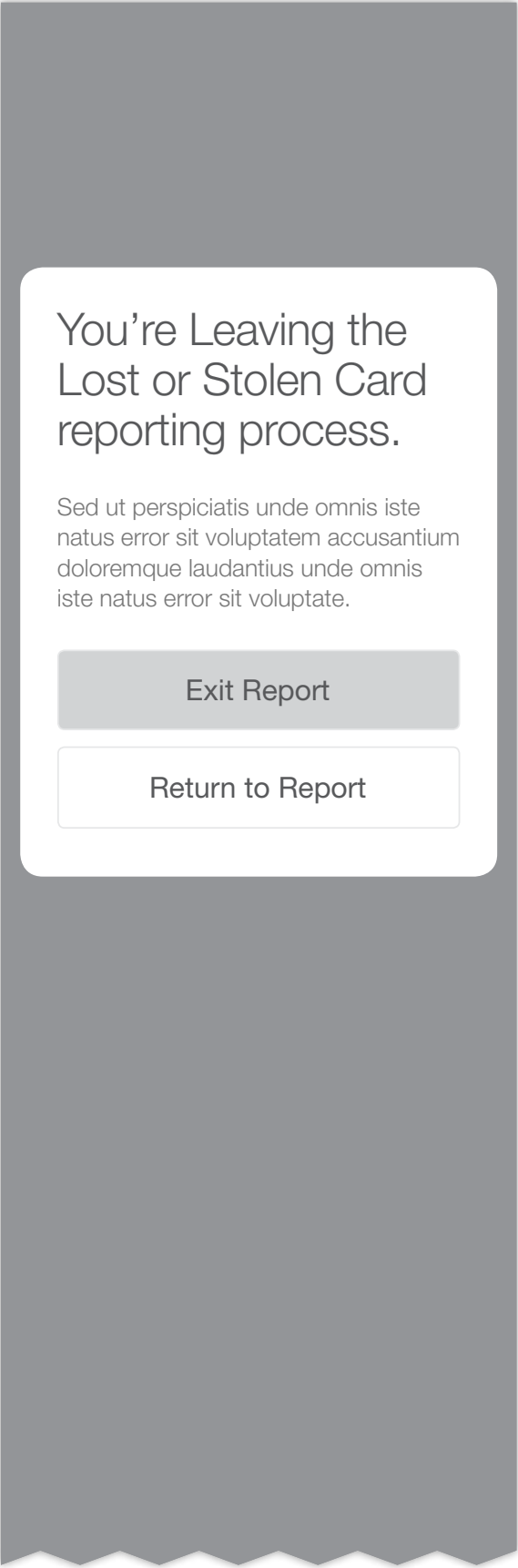
Module Type: Transactional Module

This is the Redirect Modal of the Report Lost or Stolen Card Module. Display this page if user selects Make a Payment from Report Lost or Stolen Card Module - Payment Due. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

### Interaction Notes

| Key | Element                 | Action                                                         | Notes                                                                      |
|-----|-------------------------|----------------------------------------------------------------|----------------------------------------------------------------------------|
| 1   | Return to Report Button | onClick displays previous page                                 | See Wireframe: Report Lost or Stolen Card Module - Payment Due, Large View |
| 2   | Exit Report Button      | onClick displays Make a Payment - Payment Options process page | See Wireframe: Make a Payment - Payment Options, Large View                |

Wireframe: Report Lost or Stolen Card Module - Redirect Modal, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Redirect Modal of the Report Lost or Stolen Card Module. Display this page if user selects Make a Payment from Report Lost or Stolen Card Module - Payment Due. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



Wireframe: Report Lost or Stolen Card Module - Card Status, Large View

Report a Lost or Stolen Card

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn. [Itn tendae >](#)

Select Lost or Stolen

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt. Please [make a payment](#) now to keep your account current.

FPO

[Partner Provided Card Name] Ending in 1234

Was your card lost or stolen?

3

Lost

Stolen

4

Cancel

Report

5

Page Notes

Module Type: Transactional Module

This is the Card Status view of the Report Lost or Stolen Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                                      | Action                                                         | Notes                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|----------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Payment Confirmation Page Level Notification | None                                                           | Conditional content. Displays only if user enters flow from Make a Payment with Options Module. Notification remains until the user navigates away or page/module refreshes.                                                                                                                                                                                                             |
| 2   | Make a Payment Link                          | onClick displays Make a Payment - Payment Options process page | See Wireframe: Make a Payment - Payment Options, Large View                                                                                                                                                                                                                                                                                                                              |
| 3   | Lost or Stolen Radio Buttons                 | onClick selects one option                                     |                                                                                                                                                                                                                                                                                                                                                                                          |
| 4   | Cancel Button                                | onClick dismisses process and displays source page             |                                                                                                                                                                                                                                                                                                                                                                                          |
| 5   | Report Button                                | onClick displays next step in the this flow                    | When the user begins the Lost and Stolen flow, the status code is "Authorization Prohibited." User cannot access Activation and their card cannot be used to make purchases. The user will have further restrictions once the flow is completed and the card is reported "Lost or Stolen".<br><br>See Wireframe: Report Lost or Stolen Card Module - Review Account Activity, Large View |

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Wireframe: Report Lost or Stolen Card Module - Card Status, Extra Small View

Report a Lost or Stolen Card

Itn tendae porecto bea porit omnis  
experem que nus aut omnim  
nimagn. [ltn tendae >](#)

Select Lost or Stolen

Note: After you’ve indicated that your card was lost or stolen you will not be able to make a payment online. Please [make a payment](#) now to keep your account current.

FPO

[Partner Provided Card Name] Ending in 1234

Was your card lost or stolen?

Lost

Stolen

Report

Cancel

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Page Notes

Module Type: Transactional Module

This is the Card Status view of the Report Lost or Stolen Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Report Lost or Stolen Card Module - Review Account Activity, Large View

Report a Lost or Stolen Card

Review Account Activity

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Filter by Statement Period

Recent Activity

| 2                                   | 3      | 4                                        | 5        |
|-------------------------------------|--------|------------------------------------------|----------|
| SELECT                              | DATE   | DESCRIPTION                              | AMOUNT   |
| <input checked="" type="checkbox"/> | JUN 19 | [Partner Provided Name], Rollingwood, TX | \$65.47  |
| <input checked="" type="checkbox"/> | MAY 8  | [Partner Provided Name], Rollingwood, TX | \$872.05 |
| <input type="checkbox"/>            | MAY 1  | [Partner Provided Name], Rollingwood, TX | \$306.76 |

TOTAL SELECTED

2 Selected Transactions

TOTAL AMOUNT

\$937.52

Hide Selected

|                                     |        |                                          |          |
|-------------------------------------|--------|------------------------------------------|----------|
| <input checked="" type="checkbox"/> | JUN 19 | [Partner Provided Name], Rollingwood, TX | \$65.47  |
| <input checked="" type="checkbox"/> | MAY 8  | [Partner Provided Name], Rollingwood, TX | \$872.05 |

Cancel

Continue

Page Notes

Module Type: Transactional Module

This is the Review Account Activity view of the Report Lost or Stolen Card Module. Displays only purchase and adjustment type transactions. User may not dispute credits, debits, fees, or interest charged. Display ‘Content Modal with CTA - Cancel Modal’ if user attempts to navigate away from the Lost & Stolen flow starting this page. Display Cancel Modal in pop-up browser window if user selects back button; this behavior is exclusive to this page in the Report Lost/Stolen Card flow. Displays the takeover view of the Account Activity Module if there are no transactions available. Content and interactions are consistent across Medium, Large and Extra Large breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                                  | Action                                                                                                                                                                         | Notes                                                                                                                                                                                                |
|-----|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Transaction by Date Dropdown             | onClick collapses or expands dropdown. If the user selects an option, the dropdown collapses and displays the selected option<br>Module refreshes content to reflect selection | Conditional content. Displays ‘Recent Activity’ and the last 6 months of statement period.                                                                                                           |
| 2   | Select Sort Link                         | None                                                                                                                                                                           |                                                                                                                                                                                                      |
| 3   | Date Sort Link                           | onClick sorts transactions from oldest to newest                                                                                                                               | By default, all transactions are sorted by purchase date from newest to oldest<br>Displays down and up arrow next to column header by which list is sorted                                           |
| 4   | Description Sort Link                    | onClick transactions are sorted in alphabetical order, from A to Z                                                                                                             | On second interaction, transactions are sorted in alphabetical order from Z to A                                                                                                                     |
| 5   | Amount Sort Link                         | onClick transactions are sorted from greatest to least                                                                                                                         |                                                                                                                                                                                                      |
| 6   | Transaction Checkboxes                   | onClick selects and deselects transactions                                                                                                                                     | Conditional content. If there are no transactions displays takeover.<br><br>A maximum of 50 transactions can be selected. If user tries to select over 50 transactions, displays module level error. |
| 7   | + / - “ Link                             | onClick expands and collapses the transaction details                                                                                                                          |                                                                                                                                                                                                      |
| 8   | Selected Fraudulent Transactions Content | Various                                                                                                                                                                        | Displays selected transactions above                                                                                                                                                                 |
| 9   | Total Selected Text                      | None                                                                                                                                                                           | Dynamic content - displays the total number of selected transactions. Displays “0 Selected Transactions” by default.                                                                                 |
| 10  | Total Amount Text                        | None                                                                                                                                                                           | Dynamic content - displays the total amount of selected transactions. Displays “\$0.00” by default.                                                                                                  |
| 11  | - Hide Selected / + View Selected Link   | onClick expands and collapses fraudulent transactions                                                                                                                          | Conditional content. Appears only if user has selected transactions. onLoad the transactions are collapsed and displays “+ View Selected’ until user expands transactions.                           |

Wireframe: Report Lost or Stolen Card Module - Review Account Activity (Continued), Large View

Hide Selected

✓

JUN 19

[Partner Provided Name], Rollingwood, TX

\$65.47

✓

MAY 8

[Partner Provided Name], Rollingwood, TX

\$872.05

12

Cancel

Continue

13

Large View (Continued), Process Page

| Interaction Notes |                             |                                                                                                                                                            |                                                                                                                                    |
|-------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element                     | Action                                                                                                                                                     | Notes                                                                                                                              |
| 12                | Cancel Button               | onClick dismisses the process and displays Report Lost or Stolen Module - Cancel Modal                                                                     | See Wireframe: Content Modal with CTA - Cancel Modal, Large View                                                                   |
| 13                | Continue Button             | onClick validates entry; displays Lost flow if no transactions have been selected<br><br>If more than 50 transactions selected, display Error Notification | See Wireframe: Report Lost or Stolen Card - Lost, Large View<br><br>See Wireframe: Report Lost or Stolen Card - Stolen, Large View |
| 14                | Module Level Error Feedback | None                                                                                                                                                       | Conditional content. If user selects more than 50 transactions, display Feedback Error after user clicks Continue.                 |

Report a Lost or Stolen Card

Review Account Activity

14

You can only submit up to 50 unrecognized transactions. To continue, please reduce the number of selected transactions.

Filter by Statement Period

Recent Activity

SELECT

DATE

DESCRIPTION

AMOUNT

✓

JUN 19

[Partner Provided Name], Rollingwood, TX

\$65.47

+

✓

MAY 8

[Partner Provided Name], Rollingwood, TX

\$872.05

+

MAY 1

[Partner Provided Name], Rollingwood, TX

\$306.76

+

TOTAL SELECTED

50 Selected Transactions

TOTAL AMOUNT

\$937.52

✓

JUN 19

[Partner Provided Name], Rollingwood, TX

\$65.47

Large View - Error, Process Page

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Wireframe: Report Lost or Stolen Card Module - Review Account Activity, Extra Small View

Report a Lost or Stolen Card

Review Account Activity

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus semper non odio in sollicitudin. Sed ut perspiciatis unde omnis iste natus.

Filter by Statement Period

Recent Activity

SELECT

DATE

JUN 19

[Name] Rollingwood

\$65.47

MAY 8

[Name] Rollingwood

\$872.05

MAY 1

[Name] Rollingwood

\$306.26

MAY 1

[Name] Rollingwood

\$306.26

MAY 1

[Name] Rollingwood

\$306.26

View More Transactions

1

TOTAL SELECTED

2 Selected Transactions

TOTAL AMOUNT

\$937.52

JUN 19

[Name] Rollingwood

\$65.47

MAY 8

[Name] Rollingwood

\$872.05

Hide Selected

Continue

Cancel

Page Notes

Module Type: Transactional Module

This is the Review Account Activity view of the Report Lost or Stolen Card Module. Displays only purchase and adjustment type transactions. User may not dispute credits, debits, fees, or interest charged. Display ‘Content Modal with CTA - Cancel Modal’ if user attempts to navigate away from the Lost & Stolen flow starting this page. Display Cancel Modal in pop-up browser window if user selects back button; this behavior is exclusive to this page in the Report Lost/Stolen Card flow. Displays the takeover view of the Account Activity Module if there are no transactions available. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                               | Notes                                                      |
|-----|-----------------------------|------------------------------------------------------|------------------------------------------------------------|
| 1   | View More Transactions Link | onClick displays 5 additional transactions at a time | Conditional content. onLoad only 5 transactions are shown. |

## Report a Lost or Stolen Card



Please select the user(s) whose card(s) is missing:

- ☐ Steve Helm
- ☒ Jeanette Helm
- ☐ Marcus Leavey
- ☐ Barton Smith
- ☐ Jane Roberts

[+ View More](#)

Was the PIN compromised?

- ☐ Yes
- ☐ No

Who last used the card(s)?

Other 

Enter First, Last Name

## Page Notes

Module Type: Transactional Module

This is the Lost view of the Report Lost or Stolen Card Module. Display this page if the user selects Lost and does not select any transactions as fraudulent. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element                                                        | Action                                                                                                                                                          | Notes                                                                                                                                                                                                                                                                                                                                                                      |
|-----|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Please select the user(s) whose card(s) is missing<br>Checkbox | onClick selects and deselects option                                                                                                                            | Conditional content. Does not display for users with only one card. Displays for Alerts Module Update users and when there are multiple cards/authorized users associated with the account. If primary user, displays name of primary user first, followed by names of all authorized users in alphabetical order; if not primary user, display only that user's name.     |
| 2   | + View More                                                    | onClick expands to display all users associated with the account in alphabetical order; once expanded link is no longer displayed                               | Conditional content. Displays link only if there are more than 5 cards/authorized users associated with the account.                                                                                                                                                                                                                                                       |
| 3   | Was the PIN compromised Radio Button                           | onClick selects one option                                                                                                                                      | Conditional content. Appears only if account has cash available.                                                                                                                                                                                                                                                                                                           |
| 4   | Who last used the card(s)<br>Dropdown                          | onLoad displays 'Select One'<br>onClick collapses or expands dropdown<br>If the user selects an option, the dropdown collapses and displays the selected option | Conditional content. Displays question only if there are authorized users associated with the account. If logged-in user is the primary user, displays name of primary user first, followed by names of all authorized users in alphabetical order. if the logged-in user is not the primary user, displays only that user's name; followed by 'I'm not sure' and 'Other'. |
| 5   | Other Text Field                                               | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error             | Conditional content. Appears if user selects 'Other' in Who last used the card(s) dropdown.<br><br>Displays field-level error if user leaves field without entering anything.                                                                                                                                                                                              |



Wireframe: Report Lost or Stolen Card Module - Lost, Large View

Who last used the card(s)?

Other

Enter First, Last Name

When did you first discover the card(s) lost or stolen?

07/15/2014

6

Where was the card(s) lost or stolen?

Select One

7

In what state was the card(s) lost or stolen?

Select One

8

9

Cancel

Continue

10

| Interaction Notes |                                   |                                                                                                                                                                      |                                                                              |
|-------------------|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Key               | Element                           | Action                                                                                                                                                               | Notes                                                                        |
| 6                 | Calendar Dropdown and Input Field | onClick input field is active and dropdown calendar menu is open. Input field only available in Large and Extra Large breakpoints                                    |                                                                              |
| 7                 | Dropdown Field                    | onClick collapses or expands dropdown. If the user selects an option, the dropdown collapses and displays the selected option                                        | See Copy for content.                                                        |
| 8                 | State Dropdown Field              | onClick collapses or expands dropdown. If user selects an option, dropdown is collapsed and selected option is displayed                                             |                                                                              |
| 9                 | Cancel Button                     | onClick displays Report Lost or Stolen Module - Cancel Modal                                                                                                         | See Wireframe: Content Modal with CTA - Cancel Modal, Large View             |
| 10                | Continue Button                   | onClick validates entry; if an error is found, displays a form field error. Otherwise, submits data and displays confirmation and displays the next step in the flow | See Wireframe: Report a Lost or Stolen Card Module - Verify Lost, Large View |

Wireframe: Report Lost or Stolen Card Module - Lost, Extra Small View

Report a Lost or Stolen Card

Enter Your Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus semper non odio.

Please select the user(s) whose card(s) is missing:

☐ Steve Helm

☐ Jeanette Helm

☐ Marcus Leavey

☐ I'm not sure

Was the PIN compromised?

☐ Yes

☐ No

Who last used the card(s)?

Other

Enter First, Last Name

When did you first discover the card(s) lost or stolen?

07/15/2014

Where was the card(s) lost or stolen?

Select One

In what state was the card(s) lost or stolen?

Select One

Continue

Cancel

Page Notes

Module Type: Transactional Module

This is the Lost view of the Report Lost or Stolen Card Module. Display this page if the user selects Lost and does not select any transactions as fraudulent. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



 Enter Your Information

Address

211 South Congress

Apt. / Suite

Apt 5

City

Austin

State

TX

ZIP Code

78704

Preferred Phone

Type

(512) 123-4578

Mobile

Please select the user(s) whose card(s) is missing:

Steve Helm

 Jeanette Helm

Who last used the key?

| Key | Element                                                        | Action                                                                                                                                                                             | Notes                                                                                                                                                                                                                                                                             |
|-----|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Address Form Fields                                            | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                | Dynamic content. Pre-populates fields with existing address on file.                                                                                                                                                                                                              |
| 2   | Preferred Phone Form Field                                     | activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                        | Dynamic content. Pre-populates fields with existing phone on file. In the Default view, if the user has more than one phone in the account, displays one phone number from the account in the following order: Mobile, Home and Work.                                             |
| 3   | Phone Type                                                     | onLoad populates phone type in the dropdown field; onClick collapses or expands dropdown<br>If the user selects an option, the dropdown collapses and displays the selected option | Dropdown options: Mobile, Home and Work.                                                                                                                                                                                                                                          |
| 4   | Please select the user(s) whose card(s) is missing<br>Checkbox | onClick selects and deselects options                                                                                                                                              | Conditional content. Displays question only if there are authorized users associated with the account. If primary user, displays name of primary user first, followed by names of all authorized users in alphabetical order; if not primary user, display only that user's name. |

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Wireframe: Report Lost or Stolen Card Module - Stolen - Edit Address & Phone (Continued), Large View

Who last used the card(s)?

5

Other

6

Enter First, Last Name

Was the PIN compromised?

7

Yes

No

When did you (or authorized user) last use the account?

07/15/2014

8

When did you first discover the card(s) lost or stolen?

07/15/2014

8

Where was the card(s) lost or stolen?

Select One

9

In what state was the card(s) lost or stolen?

Select One

10

Was a police report submitted?

11

Yes

No

12

Cancel

Continue

13

| Interaction Notes |                                       |                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key               | Element                               | Action                                                                                                                                                               | Notes                                                                                                                                                                                                                                                                                                                                                                      |
| 5                 | Who last used the card(s) Dropdown    | onLoad displays 'Select One'<br>onClick collapses or expands dropdown<br>If the user selects an option, the dropdown collapses and displays the selected option      | Conditional content. Displays question only if there are authorized users associated with the account. If logged-in user is the primary user, displays name of primary user first, followed by names of all authorized users in alphabetical order. if the logged-in user is not the primary user, displays only that user's name; followed by 'I'm not sure' and 'Other'. |
| 6                 | Other Text Field                      | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                  | Conditional content. Appears if user selects 'Other' in Who last used the card(s) dropdown.<br><br>Displays field-level error if user leaves field without entering anything.                                                                                                                                                                                              |
| 7                 | Was the PIN compromised Radio Buttons | onClick selects one option                                                                                                                                           | Conditional content. Appears only if account has cash available                                                                                                                                                                                                                                                                                                            |
| 8                 | Calendar Dropdown and Input Field     | onClick activates input field is active and expands dropdown calendar open. Input field is only available in Large and Extra Large breakpoints.                      | Only current and past dates can be selected.                                                                                                                                                                                                                                                                                                                               |
| 9                 | Dropdown Field                        | onLoad displays 'Select One'<br>onClick expands or collapses dropdown.<br>If the user selects an option, the dropdown collapses and displays the selected option     | See Copy for content.                                                                                                                                                                                                                                                                                                                                                      |
| 10                | State Dropdown Field                  | onClick expands or collapses dropdown.<br>If the user selects an option, the dropdown collapses and displays the selected option                                     |                                                                                                                                                                                                                                                                                                                                                                            |
| 11                | Police Report Radio Buttons           | onClick selects one option                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                            |
| 12                | Cancel Button                         | onClick dismisses the process and displays Content Modal with CTA - Cancel Modal                                                                                     | See Wireframe: Content Modal with CTA - Cancel Modal, Large View                                                                                                                                                                                                                                                                                                           |
| 13                | Continue Button                       | onClick validates entry; if an error is found, a form field error is displayed. If there are no errors, the data is submitted and displays the next step in the flow | See Wireframe: Report a Lost or Stolen Card Module - Verify Stolen, Large View                                                                                                                                                                                                                                                                                             |

Large View - Edit Address & Phone (Continued), Process Page

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Wireframe: Report Lost or Stolen Card Module - Stolen - Edit Address & Phone, Extra Small View

Report a Lost or Stolen Card

Enter Your Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus semper non odio.

Preferred Contact Information

Address

211 South Congress

Apt. / Suite

Apt 5

City

Austin

State

TX

ZIP Code

78704

Phone

(512) 999-9999

Type

TX

Please select the user(s) whose card(s) is missing:

☐ Steve Helm

☐ Jeanette Helm

Who last used the card(s)?

Other

Enter First, Last Name

Was the PIN compromised?

☐ Yes

☐ No

When did you (or authorized user) last use the account?

07/15/2014

When did you first discover the card(s) lost or stolen?

07/15/2014

Where was the card(s) lost or stolen?

Page Notes

Module Type: Transactional Module

This is the Stolen view of the Report Lost or Stolen Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Report Lost or Stolen Card Module - Stolen - Edit Address & Phone, Extra Small View (Continued)

Select One

In what state was the card(s) lost or stolen?

?

Select One

Was a police report submitted?

Yes

No

Continue

Cancel

Page Notes

Module Type: Transactional Module

This is the Stolen view of the Report Lost or Stolen Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

 Verify Your Information

Submit Report

| Key | Element              | Action                                                                   | Notes                                                                         |
|-----|----------------------|--------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| 1   | Dynamic Text         | None                                                                     | Displays user's selection from the previous step.                             |
| 2   | Make Changes Link    | onClick displays previous step in the flow with the fields pre-populated | See <i>Wireframe: Report Lost or Stolen Card Module - Lost, Large View</i>    |
| 3   | Cancel Button        | onClick displays Content Modal with CTA - Cancel Modal                   | See <i>Wireframe: Content Modal with CTA - Cancel Modal , Large View</i>      |
| 4   | Submit Report Button | onClick displays Confirm view                                            | See <i>Wireframe: Report Lost or Stolen Card Module - Confirm, Large View</i> |

Wireframe: Report Lost or Stolen Card Module - Verify Lost, Extra Small View

Report a Lost or Stolen Card

Verify Your Information

Vestibulum id ligula porta felis euismod semper.

USER(S) WHOSE CARD(S) WAS LOST OR STOLEN

Steve Helm  
Jeanette Helm  
Marcus Leavey

PIN COMPROMISED

No

LAST PERSON TO USE THE CARD

Steve Helm

DATE CARD LOST OR STOLEN

07/15/2014

LOCATION

Home

STATE

TX

< Make Changes

STATE

TX

< Make Changes

Submit Report

Cancel

Page Notes

Module Type: Transactional Module

This is the Verify Lost Card view of the Report Lost or Stolen Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



Wireframe: Report Lost or Stolen Card Module - Verify Stolen, Large View

Report a Lost or Stolen Card

Verify Your Information

Vestibulum id ligula porta felis euismod semper.

TOTAL UNAUTHORIZED TRANSACTIONS

2 Transactions, \$937.52

PREFERRED CONTACT INFORMATION

211 South Congress, Apt. 205  
Austin, TX 78704  
(512) 999-9999

USER(S) WHOSE CARD(S) WAS LOST OR STOLEN

Steve Helm

LAST PERSON TO USE THE CARD

Steve Helm

PIN COMPROMISED

No

DATE CARD LAST USED

07/15/2014

DATE CARD LOST OR STOLEN

07/15/2014

LOCATION

Shopping Mall

STATE

TX

POLICE REPORT SUBMITTED?

No

< Make Changes

| Page Notes                                                                                                                                                                                          |              |        |                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------|---------------------------------------------------|
| Module Type: Transactional Module                                                                                                                                                                   |              |        |                                                   |
| This is the Verify Stolen Card view of the Report Lost or Stolen Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. |              |        |                                                   |
| Interaction Notes                                                                                                                                                                                   |              |        |                                                   |
| Key                                                                                                                                                                                                 | Element      | Action | Notes                                             |
| 1                                                                                                                                                                                                   | Dynamic Text | None   | Displays user's selection from the previous step. |

## Wireframe: Report Lost or Stolen Card Module - Verify Stolen, Large View

DATE CARD LOST OR STOLEN  
07/15/2014

LOCATION  
Shopping Mall

STATE  
TX

POLICE REPORT SUBMITTED?  
No

2 < Make Changes

3

Cancel

Submit Report

4

### Page Notes

Module Type: Transactional Module

This is the Verify Stolen Card view of the Report Lost or Stolen Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

### Interaction Notes

| Key | Element              | Action                                                    | Notes                                                                                  |
|-----|----------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------|
| 2   | Make Changes Link    | onClick displays Review Account Activity step in the flow | See Wireframe: Report Lost or Stolen Card Module - Review Account Activity, Large View |
| 3   | Cancel Button        | onClick displays Content Modal with CTA - Cancel Modal    | See Wireframe: Content Modal with CTA - Cancel Modal, Large View                       |
| 4   | Submit Report Button | onClick displays Confirm view                             | See Wireframe: Report Lost or Stolen Card Module - Confirm, Large View                 |



Wireframe: Report Lost or Stolen Card Module - Verify Stolen, Extra Small View

Report a Lost or Stolen Card

Verify Your Information

Vestibulum id ligula porta felis euismod semper.

TOTAL UNAUTHORIZED TRANSACTIONS  
2 Transactions, \$937.52

PREFERRED CONTACT INFORMATION  
211 South Congress, Apt. 205  
Austin, TX 78704  
(512) 385-3312

USER(S) WHOSE CARD(S) WAS LOST OR STOLEN  
Steve Helm

LAST PERSON TO USE THE CARD  
Steve Helm

PIN COMPROMISED?  
No

DATE CARD LAST USED  
07/15/2014

DATE CARD LOST OR STOLEN  
07/15/2014

PREFERRED CONTACT INFORMATION  
211 South Congress, Apt. 205  
Austin, TX 78704  
(512) 385-3312

USER(S) WHOSE CARD(S) WAS LOST OR STOLEN  
Steve Helm

LAST PERSON TO USE THE CARD  
Steve Helm

PIN COMPROMISED?  
No

DATE CARD LAST USED  
07/15/2014

DATE CARD LOST OR STOLEN  
07/15/2014

LOCATION  
Shopping Mall

STATE  
TX

POLICE REPORT SUBMITTED?  
No

[< Make Changes](#)

Submit Report

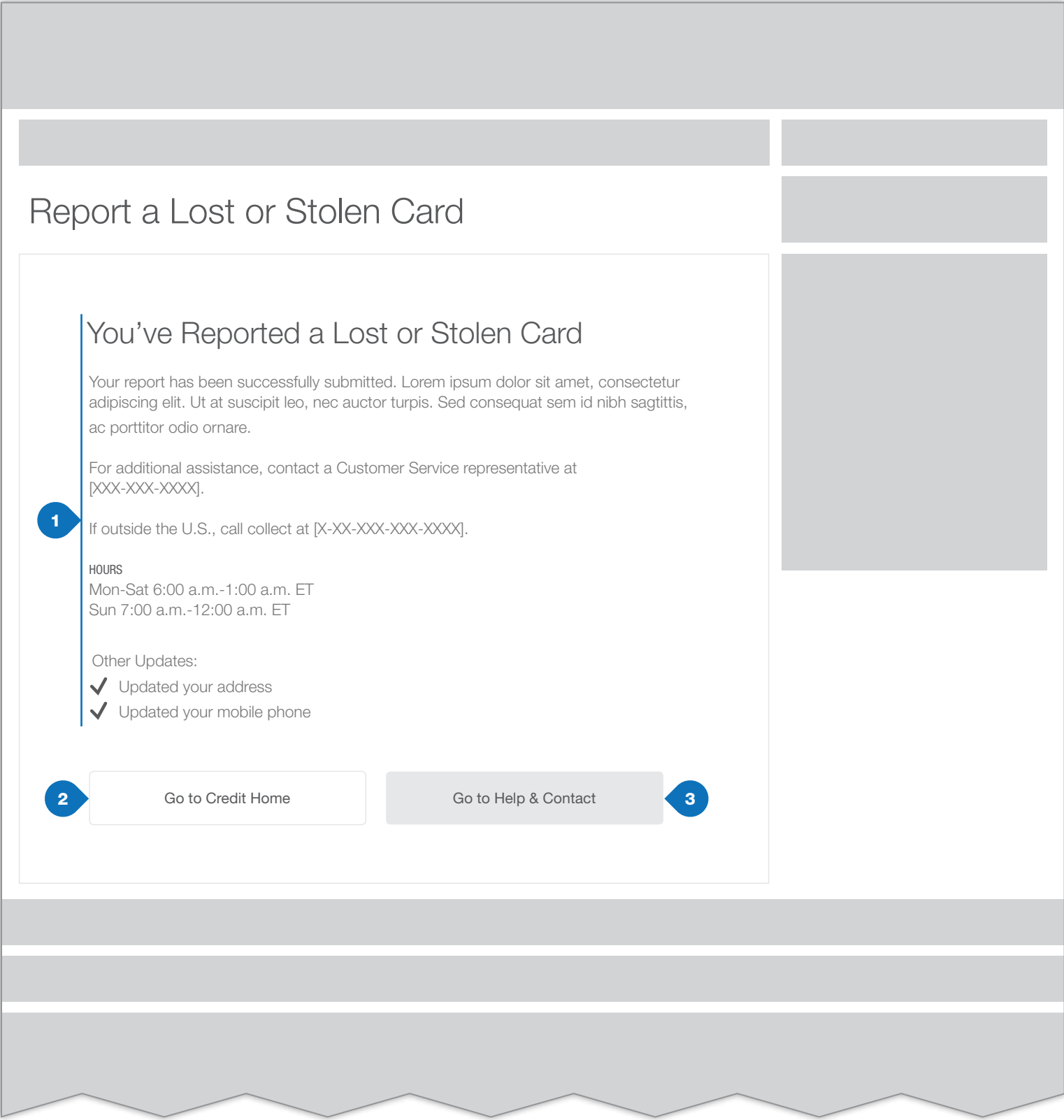
Cancel

Page Notes

Module Type: Transactional Module

This is the Verify Stolen Card view of the Report Lost or Stolen Card Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Report Lost or Stolen Card Module - Confirm, Large View



Page Notes

Module Type: Transactional Module

This is the Confirm view of the Report Lost or Stolen Card Module. The content of this page is conditional on whether the card was lost or stolen. See Copy for details. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                       | Notes                                                                                                                                                                                                                        |
|-----|-----------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Dynamic Text                | None                                         | Conditional content. Text varies for Lost vs Stolen card. Refer to copy for details.<br><br>Conditional content. Address and phone updates are noted if user updated the aforementioned and is exclusive to the Stolen flow. |
| 2   | Go to Credit Home Button    | onClick displays Credit Home Landing Page    |                                                                                                                                                                                                                              |
| 3   | Go to Help & Contact Button | onClick displays Help & Contact Landing Page |                                                                                                                                                                                                                              |

Wireframe: Report Lost or Stolen Card Module - Confirm, Extra Small View

# Report a Lost or Stolen Card

## You’ve Reported a Lost or Stolen Card

Your report has been successfully submitted. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut at suscipit leo, nec auctor turpis. Sed consequat sem id nibh sagittis, ac porttitor odio ornare.

For additional assistance, contact a Customer Service representative at [XXX-XXX-XXXX].

If outside the U.S., call collect at [X-XX-XXX-XXX-XXXX].

**HOURS**  
Mon-Sat 6:00 a.m.-1:00 a.m. ET  
Sun 7:00 a.m.-12:00 a.m. ET

Other Updates:

✓

Updated your email address

✓

Updated your address

Go to Manage Account

Page Notes

Module Type: Transactional Module

This is the Confirm view of the Report Lost or Stolen Card Module. The content of this page is conditional on whether the card was lost or stolen. See Copy for details. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Wireframe: Report Lost or Stolen Card Module - Takeover - Ineligible, Large View

## Report a Lost or Stolen Card

Please Contact Customer Service

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor  
 incididunt ut labore et dolore magna aliqua.

For more information, please contact a Customer Service representative at [XXX-XXX-XXXX].

If outside the U.S., call collect at [X-XX-XXX-XXX-XXXX].

## HOURS

Mon-Sat 6:00 a.m.-1:00 a.m. ET  
Sun 7:00 a.m.-12:00 a.m. ET

2

[Go to Credit Home](#)

3

[Go to Manage Account](#)

## Page Notes

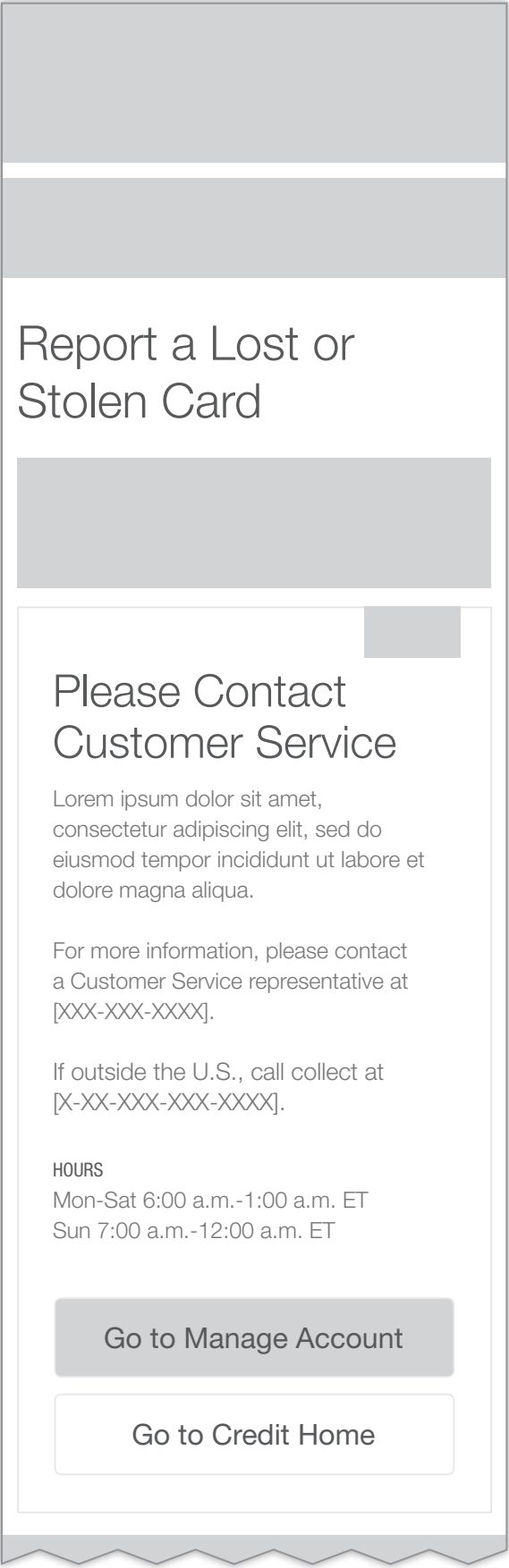
Module Type: Transactional Module

This is the Takeover view of the Report Lost or Stolen Card Module for users that are ineligible to access this flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element                     | Action                                       | Notes                                              |
|-----|-----------------------------|----------------------------------------------|----------------------------------------------------|
| 1   | Dynamic Text                | None                                         | Conditional content. Text varies for each partner. |
| 2   | Go to Credit Home Button    | onClick displays Credit Home Landing Page    |                                                    |
| 3   | Go to Manage Account Button | onClick displays Manage Account Landing Page |                                                    |

Wireframe: Report Lost or Stolen Card Module - Takeover - Ineligible, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Takeover view of the Report Lost or Stolen Card Module for users that are ineligible to access this flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Wireframe: Request Lost or Stolen Card Module - Takeover - Verification, Large View

## Report a Lost or Stolen Card

## Additional Information Is Required

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor  
 incididunt ut labore et dolore magna aliqua.

**1** Please contact a Customer Service representative at [XXX-XXX-XXXX].

If outside the U.S., call collect at [X-XX-XXX-XXX-XXXX].

## HOURS

Mon-Sat 6:00 a.m.-1:00 a.m. ET  
Sun 7:00 a.m.-12:00 a.m. ET

2 Go to Credit Home

[Go to Manage Account](#)

## Page Notes

Module Type: Transactional Module

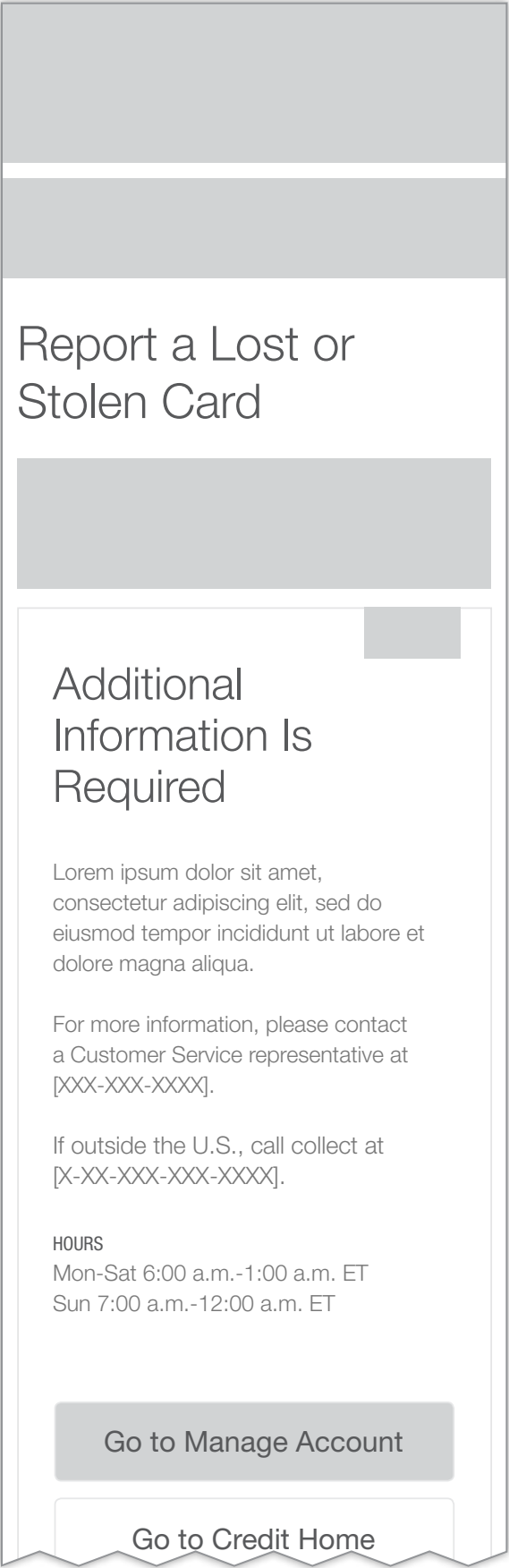
This is the Takeover view of the Report Lost or Stolen Card Module for users that are required to provide additional verification to access this flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element                     | Action                                       | Notes                                              |
|-----|-----------------------------|----------------------------------------------|----------------------------------------------------|
| 1   | Dynamic Text                | None                                         | Conditional content. Text varies based on partner. |
| 2   | Go to Credit Home           | onClick displays Credit Home Landing Page    |                                                    |
| 3   | Go to Manage Account Button | onClick displays Manage Account Landing Page |                                                    |



Wireframe: Report Lost or Stolen Card Module - Takeover - Verification, Extra Small View

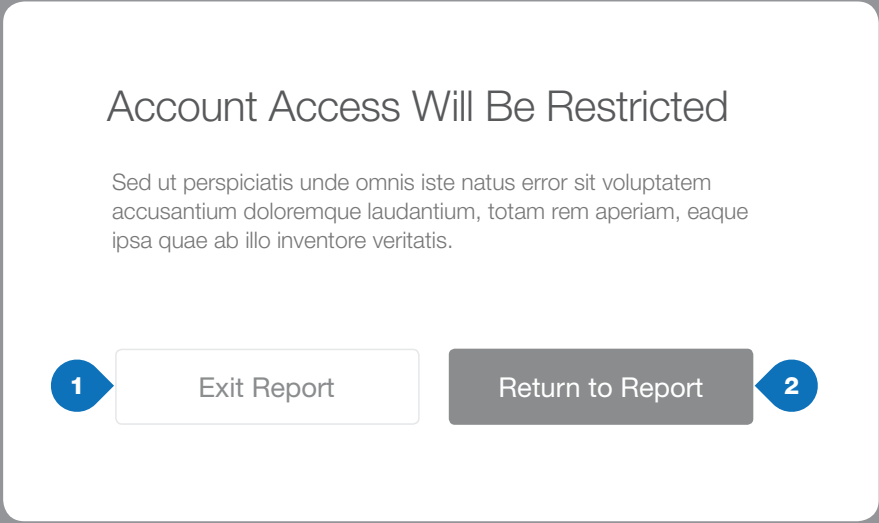


Page Notes

Module Type: Transactional Module

This is the Takeover view of the Report Lost or Stolen Card Module for users that are required to provide additional verification to access this flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Wireframe: Content Modal with CTA - Cancel Modal, Large View



### Page Notes

Module Type: Transactional Module

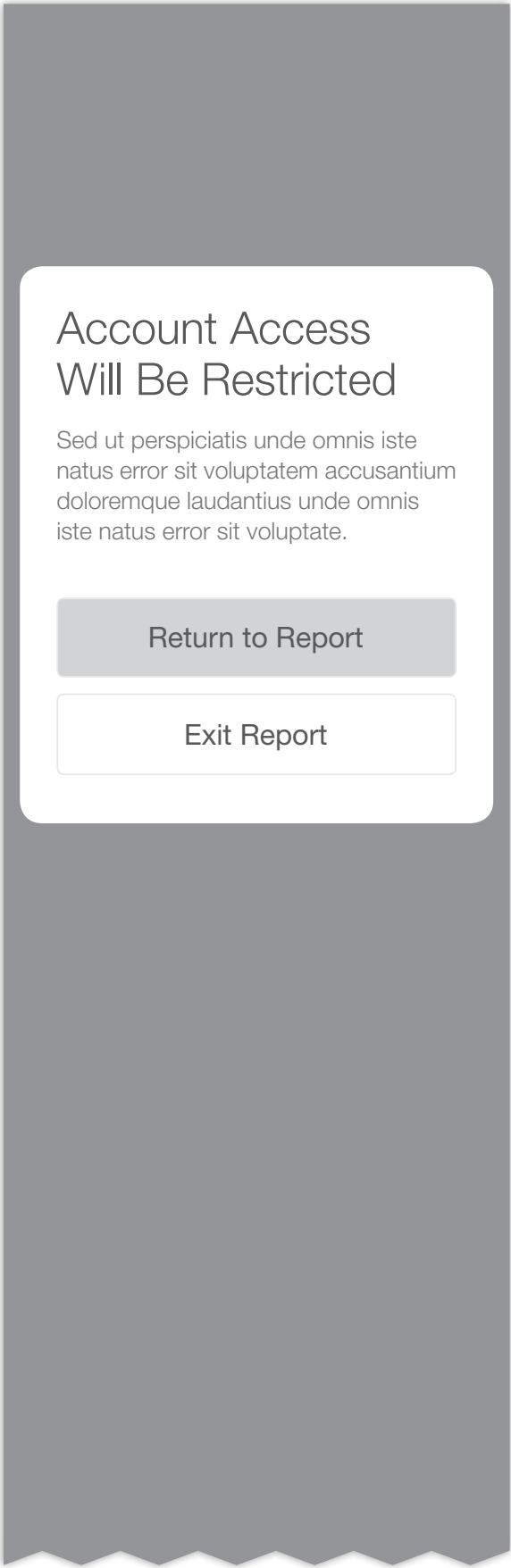
This is the Cancel Modal for the Report Lost or Stolen Card Module. This modal displays when the user attempts to cancel out of the Report Lost or Stolen flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

### Interaction Notes

| Key | Element                 | Action                                                                                                                        | Notes                                                                                                                                                                                                                                                                                            |
|-----|-------------------------|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Exit Report Button      | onClick dismisses the modal, and directs user to the Manage Account landing page with restricted access due to account status | When the user begins the Lost and Stolen flow, the status code is "Authorization Prohibited." User cannot access Activation and their card cannot be used to make purchases. The user will have further restrictions once the flow is fully completed and the card is reported "Lost or Stolen". |
| 2   | Return to Report Button | onClick dismisses modal and displays source page                                                                              |                                                                                                                                                                                                                                                                                                  |



## Wireframe: Content Modal with CTA - Cancel Modal, Extra Small View



### Page Notes

Module Type: Transactional Module

This is the Cancel Modal for the Report Lost or Stolen Card Module. This modal displays when the user attempts to cancel out of the Report Lost or Stolen flow. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| FUSION: PAGE TITLE                                 |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        |       |
|----------------------------------------------------|---|---|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
| D                                                  | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                    |   |   | Page Title         | Report a Lost or Stolen Card                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Denunciar una tarjeta perdida o robada                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |     |               |                |                          |        |       |
| FUSION: REPORT LOST/STOLEN CARD                    |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        |       |
| D                                                  | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                    |   |   | Header             | What to Expect                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Qué puedes esperar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |       |
|                                                    |   |   | Text               | <p>Protecting your account is our top priority. It takes only minutes to report your card lost or stolen, to secure your account and get a new card. Just follow the steps below:</p> <ul style="list-style-type: none"><li>• Make sure your account is current by making any necessary payments.</li><li>• Identify potentially fraudulent transactions.</li><li>• Provide information about your card and how it was lost or stolen.</li><li>• Review and submit your report, and leave the rest to us.</li></ul> <p>You can expect your new card within X to X days.</p> | <p>Proteger tu cuenta es nuestra máxima prioridad. Solo lleva unos minutos denunciar la pérdida o el robo de tu tarjeta, proteger tu cuenta y obtener una nueva tarjeta. Simplemente sigue los pasos a continuación:</p> <ul style="list-style-type: none"><li>• Asegúrate de que tu cuenta esté al día efectuando todos los pagos necesarios.</li><li>• Identifica las transacciones potencialmente fraudulentas.</li><li>• Proporciona información sobre tu tarjeta y el modo en que la perdiste o te la robaron.</li><li>• Revisa y envíe tu denuncia, y nosotros nos encargaremos del resto.</li></ul> <p>Puedrás recibir tu nueva tarjeta en un plazo de X a X días.</p> |     |               |                |                          |        |       |
|                                                    |   |   | Button (Primary)   | Get Started                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Cómo comenzar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |     |               |                |                          |        |       |
|                                                    |   |   | Button (Secondary) | Cancel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        |       |
| FUSION: REPORT LOST/STOLEN CARD: SCHEDULED PAYMENT |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        |       |
| D                                                  | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                    |   |   | Header             | Make a Payment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Efectuar un pago                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |       |
|                                                    |   |   | Text               | After you’ve reported your card as lost or stolen, you will not be able to make online payments until your new card is activated. Please make a payment now or adjust any scheduled payments to keep your account current.                                                                                                                                                                                                                                                                                                                                                  | Después de haber denunciado la pérdida o el robo de tu tarjeta, no podrás efectuar pagos en línea hasta que se active tu nueva tarjeta. Efectúa un pago ahora o ajusta todos los pagos programados para mantener tu cuenta al día.                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |       |

|                                                         |   |   |                    |                                                                                                             |                                                                                                                            |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
|---------------------------------------------------------|---|---|--------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------|
|                                                         |   |   | Text               | Payment Status                                                                                              | Estatus del pago                                                                                                           |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
|                                                         |   |   | Text               | [CardProgram Name] Ending in [XXXX]                                                                         | [CardProgram Name] Que termina en [XXXX]                                                                                   |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
|                                                         |   |   | Text               | Payment due date: [MMM DD, YYYY]                                                                            | Fecha de vencimiento de pago: [MMM DD, YYYY]                                                                               |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
|                                                         |   |   | Text               | Minimum payment due: [\$XX.XX]                                                                              | Pago mínimo adeudado: [\$XX.XX]                                                                                            |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
|                                                         |   |   | Text               | You have scheduled an autopayment of \$[XXX.XX] on [MM/DD/YYYY].                                            | Tienes programado un pago automático de \$[XXX.XX] el [MM/DD/YYYY].                                                        |                                                                                           |                                                                                                    |                |                          |        | Conditional: If user has scheduled autopayment for Other Amount.                         |
|                                                         |   |   | Text               | You have scheduled an autopayment of Minimum Payment Due on [MM/DD/YYYY].                                   | Tienes programado un pago automático del Pago Mínimo Adeudado el [MM/DD/YYYY].                                             |                                                                                           |                                                                                                    |                |                          |        | Conditional: If user has scheduled autopayment for Minimum Payment Due                   |
|                                                         |   |   | Text               | You have scheduled an autopayment of Minimum Payment Due + \$[XXX.XX] on [MM/DD/YYYY].                      | Tienes programado un pago automático del Pago Mínimo Adeudado + \$[XXX.XX] el [MM/DD/YYYY].                                | You have scheduled an autopayment of Minimum Payment Due plus \$[XXX.XX] on [MM/DD/YYYY]. | Tienes programado un pago automático del Pago Mínimo Adeudado más \$[XXX.XX] para el [MM/DD/YYYY]. |                |                          |        | Conditional: If user has scheduled autopayment for Minimum Payment Due Plus Other Amount |
|                                                         |   |   | Text               | You have scheduled an autopayment of Statement Balance in Full on [MM/DD/YYYY].                             | Tienes programado un pago automático del Saldo Total del Estado de Cuenta el [MM/DD/YYYY].                                 |                                                                                           |                                                                                                    |                |                          |        | Conditional: If user has scheduled autopayment for Statement Balance in Full             |
|                                                         |   |   | Text               | You have [X] scheduled payment(s) for a total of [\$XX.XX]                                                  | Tienes [X] pago(s) programado(s) por un total de [\$XX.XX]                                                                 |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
|                                                         |   |   | Button (Primary)   | No, Thanks                                                                                                  | No, gracias                                                                                                                |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
|                                                         |   |   | Button (Secondary) | Make a Payment                                                                                              | Efectuar un pago                                                                                                           |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
| FUSION: REPORT LOST/STOLEN CARD: PAYMENT REDIRECT MODAL |   |   |                    |                                                                                                             |                                                                                                                            |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
| D                                                       | T | M | ELEMENT            | COPY                                                                                                        | COPY (SPANISH)                                                                                                             | ADA                                                                                       | ADA (SPANISH)                                                                                      | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                    |
|                                                         |   |   | Header             | You're Leaving the Lost or Stolen Card Reporting Process                                                    | Estás saliendo del proceso de denuncia de una Tarjeta Perdida o Robada.                                                    |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |
|                                                         |   |   | Text               | Once you've made or rescheduled your payment please return to finish reporting your card as lost or stolen. | Una vez que hayas efectuado o reprogramado tu pago, regresa para terminar de denunciar la pérdida o el robo de tu tarjeta. |                                                                                           |                                                                                                    |                |                          |        |                                                                                          |

|                                                          |   |   |                       |                                                                                                                                                         |                                                                                                                                                         |     |               |                                                                           |                                                                                    |        |                                           |
|----------------------------------------------------------|---|---|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------|--------|-------------------------------------------|
|                                                          |   |   | Button<br>(Primary)   | Exit Report                                                                                                                                             | Salir de la denuncia                                                                                                                                    |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Button<br>(Secondary) | Return to Report                                                                                                                                        | Regresar a la denuncia                                                                                                                                  |     |               |                                                                           |                                                                                    |        |                                           |
| FUSION: REPORT LOST/STOLEN CARD: CARD STATUS             |   |   |                       |                                                                                                                                                         |                                                                                                                                                         |     |               |                                                                           |                                                                                    |        |                                           |
| D                                                        | T | M | ELEMENT               | COPY                                                                                                                                                    | COPY (SPANISH)                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES                                                            | ERROR MESSAGES<br>(SPANISH)                                                        | CMS ID | NOTES                                     |
|                                                          |   |   | Heading               | Select Lost or Stolen                                                                                                                                   | Seleccionar Pérdida o Robo                                                                                                                              |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Text                  | Note: After you’ve reported your card as lost or stolen you will not be able to make a payment. Please make a payment now to keep your account current. | Nota: Después de haber denunciado la pérdida o el robo de tu tarjeta, no podrás efectuar un pago. Efectúa un pago ahora para mantener tu cuenta al día. |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Text                  | [CardProgram Name] Ending in [XXXX]                                                                                                                     | [CardProgram Name] Que termina en [XXXX]                                                                                                                |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Dropdown Label        | Was your card lost or stolen?                                                                                                                           | ¿Has perdido o te han robado su tarjeta?                                                                                                                |     |               | If no selection:<br>Please indicate whether your card was lost or stolen. | Si no se realizó ninguna selección:<br>Indica si perdiste o te robaron tu tarjeta. |        |                                           |
|                                                          |   |   | Dropdown Element      | Lost                                                                                                                                                    | Perdido                                                                                                                                                 |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Dropdown Element      | Stolen                                                                                                                                                  | Robado                                                                                                                                                  |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Button<br>(Primary)   | Report                                                                                                                                                  | Denunciar                                                                                                                                               |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Button<br>(Secondary) | Cancel                                                                                                                                                  | Cancelar                                                                                                                                                |     |               |                                                                           |                                                                                    |        |                                           |
| FUSION: REPORT LOST/STOLEN CARD, REVIEW ACCOUNT ACTIVITY |   |   |                       |                                                                                                                                                         |                                                                                                                                                         |     |               |                                                                           |                                                                                    |        |                                           |
| D                                                        | T | M | ELEMENT               | COPY                                                                                                                                                    | COPY (SPANISH)                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES                                                            | ERROR MESSAGES<br>(SPANISH)                                                        | CMS ID | NOTES                                     |
|                                                          |   |   | Header                | Review Account Activity                                                                                                                                 | Revisar la Actividad de la cuenta                                                                                                                       |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Text                  | Help us protect your account by reviewing up to 6 months of account activity. Select transactions you don’t recognize.                                  | Ayúdanos a proteger tu cuenta revisando hasta 6 meses de actividad de la cuenta. Selecciona las transacciones que no reconozcas.                        |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Dropdown Label        | Filter by Statement Period                                                                                                                              | Filtrar por Período de estado de cuenta                                                                                                                 |     |               |                                                                           |                                                                                    |        |                                           |
|                                                          |   |   | Dropdown Element      | Recent Activity                                                                                                                                         | Actividad reciente                                                                                                                                      |     |               |                                                                           |                                                                                    |        | Default menu selection.                   |
|                                                          |   |   | Dropdown Option       | MMM DD, YYYY                                                                                                                                            | MMM DD de AAAA                                                                                                                                          |     |               |                                                                           |                                                                                    |        | Once for each statement period available. |

Copy: Report Lost or Stolen Card Module

|  |  |  |                      |                                 |                                 |                      |                                |  |  |  |                                                                                                        |
|--|--|--|----------------------|---------------------------------|---------------------------------|----------------------|--------------------------------|--|--|--|--------------------------------------------------------------------------------------------------------|
|  |  |  | Column header/Link   | SELECT                          | SELECCIONAR                     |                      |                                |  |  |  |                                                                                                        |
|  |  |  | Icon                 | [Checkbox]                      |                                 |                      |                                |  |  |  | Once for each transaction.                                                                             |
|  |  |  | Column Header/Link   | DATE                            | FECHA                           |                      |                                |  |  |  |                                                                                                        |
|  |  |  | Dynamic Content      | [MMM DD]                        |                                 |                      |                                |  |  |  | Once for each transaction.                                                                             |
|  |  |  | Column Header/ Links | DESCRIPTION                     | DESCRIPCIÓN                     |                      |                                |  |  |  |                                                                                                        |
|  |  |  | Dynamic Content      | [Transaction Description]       |                                 |                      |                                |  |  |  | Once for each transaction.                                                                             |
|  |  |  | Column Header/Link   | AMOUNT                          | MONTO                           |                      |                                |  |  |  |                                                                                                        |
|  |  |  | Dynamic Content      | [\$XXX.XX]                      |                                 |                      |                                |  |  |  |                                                                                                        |
|  |  |  | Link                 | [Expand Icon]                   | [Expand Icon]                   | Transaction details. | Detalles de las transacciones. |  |  |  | Once for each listed transaction.                                                                      |
|  |  |  | Link                 | [Collapse Icon]                 | [Collapse Icon]                 | Transaction details. | Detalles de las transacciones. |  |  |  | Once for each listed transaction.                                                                      |
|  |  |  | Field Label          | TYPE                            | TIPO                            |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view.<br><br>Once for each listed transaction. |
|  |  |  | Dynamic Data         | [Source IFX TrnTypeSource Data] | [Source IFX TrnTypeSource Data] |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view.<br><br>Once for each listed transaction. |
|  |  |  | Field Label          | POST DATE                       | FECHA DE REGISTRO               |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view.                                          |
|  |  |  | Dynamic Data         | [MM/DD/YYYY]                    |                                 |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view.                                          |
|  |  |  | Field Label          | MERCHANT CATEGORY               | CATEGORÍA DE COMERCIANTE        |                      |                                |  |  |  | Conditional: Displays in “transaction details” expanded view.<br><br>Displays only for purchases.      |

|  |  |  |                 |                             |                                 |  |  |  |  |  |                                                                                                                             |
|--|--|--|-----------------|-----------------------------|---------------------------------|--|--|--|--|--|-----------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Dynamic Data    | [Display Merchant Category] |                                 |  |  |  |  |  | Conditional: Displays in “transaction details” expanded view.<br><br>Display N/A if no Merchant Category value is returned. |
|  |  |  | Field Label     | REFERENCE NUMBER            | NÚMERO DE REFERENCIA            |  |  |  |  |  | Conditional: Displays in “transaction details” expanded view.                                                               |
|  |  |  | Dynamic Data    | [Display Reference Number]  |                                 |  |  |  |  |  | Conditional: Displays in “transaction details” expanded view.<br><br>Conditional: N/A for AutoPay                           |
|  |  |  | Link            | View more transactions      | Ver más transacciones           |  |  |  |  |  | Conditional content. Appears on S and XS breakpoints.                                                                       |
|  |  |  | Field Header    | TOTAL SELECTED              | TOTAL SELECCIONADO              |  |  |  |  |  | Conditional: Appears once user has selected transaction to dispute.                                                         |
|  |  |  | Dynamic Content | [X] Transactions Selected   | [X] Transacciones seleccionadas |  |  |  |  |  | Conditional: Appears once user has selected transaction to dispute.<br><br>Increases by 1 with each transaction selected.   |
|  |  |  | Field Header    | TOTAL AMOUNT                | MONTO TOTAL                     |  |  |  |  |  | Conditional: Appears once user has selected transaction to dispute.                                                         |
|  |  |  | Dynamic Content | [\$XXX.XX]                  |                                 |  |  |  |  |  | Conditional: Appears once user has selected transaction to dispute.                                                         |
|  |  |  | Icon/Link       | View Selected               | Ver seleccionadas               |  |  |  |  |  | Conditional: Appears once user has selected transactions to dispute.                                                        |
|  |  |  | Link            | Hide Selected               | Ocultar seleccionadas           |  |  |  |  |  | Conditional: Appears once user has selected transaction to dispute.                                                         |



Copy: Report Lost or Stolen Card Module

|  |  |  |                    |                           |           |  |  |  |  |  |                                                                                                                                                                                                |
|--|--|--|--------------------|---------------------------|-----------|--|--|--|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Icon               | [Checkbox]                |           |  |  |  |  |  | Conditional: Appears once user has selected transaction to dispute<br><br>Checked state. Once for each transaction listed.<br><br>OnClick deselects transaction, adjusting totals dynamically. |
|  |  |  | Dynamic Content    | [MMM DD]                  |           |  |  |  |  |  | Conditional: Appears once user has selected transaction to dispute<br><br>Once for each listed transaction.                                                                                    |
|  |  |  | Dynamic Content    | [Transaction Description] |           |  |  |  |  |  | Conditional: Appears once user has selected transaction to dispute<br><br>Once for each listed transaction.                                                                                    |
|  |  |  | Dynamic Content    | [\$XXX.XX]                |           |  |  |  |  |  | Conditional: Appears once user has selected transaction to dispute<br><br>Once for each listed transaction.                                                                                    |
|  |  |  | Button (Primary)   | Continue                  | Continuar |  |  |  |  |  |                                                                                                                                                                                                |
|  |  |  | Button (Secondary) | Cancel                    | Cancelar  |  |  |  |  |  |                                                                                                                                                                                                |

|                                                                                         |   |   |                  |                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                            |     |               |                                                                      |                                                                                    |        |                                                                                               |
|-----------------------------------------------------------------------------------------|---|---|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------|
|                                                                                         |   |   | Conditional Copy | You can only submit up to 50 unrecognized transactions. To continue, please reduce the number of selected transactions. If you wish to dispute more than 50 transactions, please contact a Customer Service representative at [XXX-XXX-XXXX]. If outside the U.S., Canada or Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX], [Day-Day HH:MM am/pm -HH:MM am/pm TZ]. | Solo puedes presentar hasta 50 transacciones no reconocidas. Para continuar, reduce la cantidad de transacciones seleccionadas. Si deseas disputar más de 50 transacciones, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX]. Si te encuentras fuera de los EE. UU. Canadá o Puerto Rico, llama con cobro revertido al [X-XX-XXX-XXX-XXXX], [Day-Day HH:MM am/pm -HH:MM am/pm TZ]. |     |               |                                                                      |                                                                                    |        | Conditional: Module-Level Error if user exceeds 50-transaction limit.                         |
| FUSION: REPORT LOST/STOLEN CARD, REVIEW TRANSACTIONS, NO TRANSACTIONS AVAILABLE TO VIEW |   |   |                  |                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                            |     |               |                                                                      |                                                                                    |        |                                                                                               |
| D                                                                                       | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                                                                                                                                                  | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                             | ADA | ADA (SPANISH) | ERROR MESSAGES                                                       | ERROR MESSAGES (SPANISH)                                                           | CMS ID | NOTES                                                                                         |
|                                                                                         |   |   | Text             | You have no transactions to review for this period.                                                                                                                                                                                                                                                                                                                   | No tienes transacciones para revisar durante este período.                                                                                                                                                                                                                                                                                                                                                 |     |               |                                                                      |                                                                                    |        | Displays when no account activity for the available time period. Applies to Condition XXX     |
| FUSION: ENTER YOUR INFORMATION, LOST CARD                                               |   |   |                  |                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                            |     |               |                                                                      |                                                                                    |        |                                                                                               |
| D                                                                                       | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                                                                                                                                                  | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                             | ADA | ADA (SPANISH) | ERROR MESSAGES                                                       | ERROR MESSAGES (SPANISH)                                                           | CMS ID | NOTES                                                                                         |
|                                                                                         |   |   | Header           | Enter Your Information                                                                                                                                                                                                                                                                                                                                                | Ingresar tu información                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                                                                      |                                                                                    |        |                                                                                               |
|                                                                                         |   |   | Text             | To help us process your report as quickly as possible, please answer the questions below.                                                                                                                                                                                                                                                                             | Para ayudarnos a procesar tu denuncia lo más rápido posible, responde las preguntas a continuación.                                                                                                                                                                                                                                                                                                        |     |               |                                                                      |                                                                                    |        |                                                                                               |
|                                                                                         |   |   | Text             | Please select the user(s) whose card(s) is missing:                                                                                                                                                                                                                                                                                                                   | Selecciona al (a los) usuario(s) cuya(s) tarjeta(s) falta(n):                                                                                                                                                                                                                                                                                                                                              |     |               | No Selection:<br>Please select the user(s) whose card(s) is missing. | No se seleccionó:<br>Selecciona al (a los) usuario(s) cuya(s) tarjeta(s) falta(n). |        | Conditional: If Authorized Users on the account.                                              |
|                                                                                         |   |   | Checkbox         | [FirstName MiddleInitial LastName]                                                                                                                                                                                                                                                                                                                                    | [FirstName MiddleInitial LastName]                                                                                                                                                                                                                                                                                                                                                                         |     |               |                                                                      |                                                                                    |        | Primary user listed first, following by Authorized Users.                                     |
|                                                                                         |   |   | Link             | View More                                                                                                                                                                                                                                                                                                                                                             | Ver más                                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                                                                      |                                                                                    |        | Conditional content. Appears only for separate entity accounts if 3 or more Authorized Users. |
|                                                                                         |   |   | Link             | View Less                                                                                                                                                                                                                                                                                                                                                             | Ver menos                                                                                                                                                                                                                                                                                                                                                                                                  |     |               |                                                                      |                                                                                    |        | Conditional content. Appears only for separate entity account if 3 or more Authorized Users.  |
|                                                                                         |   |   | Button Label     | Was the PIN compromised?                                                                                                                                                                                                                                                                                                                                              | ¿Estuvo en riesgo el PIN?                                                                                                                                                                                                                                                                                                                                                                                  |     |               | No Selection:<br>Please indicate whether your PIN was compromised.   | No Selection:<br>Indica si tu PIN estuvo en riesgo.                                |        | Conditional: Only if account has available funds.                                             |



|  |  |  |                               |                                                         |                                                               |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                 |
|--|--|--|-------------------------------|---------------------------------------------------------|---------------------------------------------------------------|---------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------|
|  |  |  | Dropdown Element              | Yes                                                     | Sí                                                            |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                 |
|  |  |  | Dropdown Element              | No                                                      | No                                                            |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                 |
|  |  |  | Dropdown label                | Who last used the card(s)?                              | ¿Quién usó la(s) tarjeta(s) por última vez?                   |                                       |                                                        | No Selection:<br>Please select or enter a name, or select “I’m not sure.”                                                                                                                  | No Selection:<br>Selecciona o ingresa un nombre, o selecciona «No estoy seguro.»                                                                                                |  | Conditional: Appears if Authorized Users on the account.        |
|  |  |  | Dropdown Element              | [FirstName M.I. Last Name]                              |                                                               |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  | Primary User listed first, then once for each Authorized User.  |
|  |  |  | Dropdown Element              | I’m not sure                                            | No estoy seguro                                               |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                 |
|  |  |  | Dropdown Element/ Field Label | Other                                                   | Otro                                                          |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                 |
|  |  |  | Normal                        |                                                         |                                                               | Name of Person Who Last Used the Card | Nombre de la persona que usó la tarjeta por última vez |                                                                                                                                                                                            |                                                                                                                                                                                 |  | Read as ADA text only.                                          |
|  |  |  | Field Placeholder             | Enter First, Last Name                                  | Ingresa el nombre y apellido                                  |                                       |                                                        | No Name Provided:<br>Please enter the first and last name of the user.<br><br>Invalid characters:<br>Please re-enter the first and last name of the user without using special characters. | No Name Provided:<br>Ingresa el nombre y apellido del usuario.<br><br>Invalid characters:<br>Vuelve a ingresar el nombre y apellido del usuario sin usar caracteres especiales. |  | Conditional: If user selects “Other.”                           |
|  |  |  | Link                          | View More                                               | Ver más                                                       |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  | Conditional content. Appears only for separate entity accounts. |
|  |  |  | Link                          | View Less                                               | Ver menos                                                     |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  | Conditional content. Appears only for separate entity accounts. |
|  |  |  | Field Heading                 | When did you first discover the card(s) lost or stolen? | ¿Cuándo descubriste la pérdida o el robo de la(s) tarjeta(s)? |                                       |                                                        | No Date Provided:<br>Please indicate when you first discovered the card lost or stolen.                                                                                                    | No Date Provided:<br>Indica cuándo descubriste inicialmente la pérdida o el robo de la tarjeta.                                                                                 |  |                                                                 |

|  |  |  |                  |                                               |                                                                     |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|--|--|--|------------------|-----------------------------------------------|---------------------------------------------------------------------|-----------------------------------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Date Field       | [MM/DD/YYYY]                                  |                                                                     |                                   |                                                                         | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date.<br>Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format. | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.<br>Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY. |  |  |
|  |  |  | Icon/Link        | [Date Selector]                               |                                                                     |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|  |  |  | Dropdown Heading | Where was the card(s) lost or stolen?         | ¿Dónde se produjo el robo o la pérdida de la(s) tarjeta(s)?         |                                   |                                                                         | No Selection:<br>Please select the location where the card was lost or stolen.                                                                                                                                 | No Selection:<br>Selecciona el lugar donde se produjo el robo o la pérdida de la tarjeta.                                                                                                                                      |  |  |
|  |  |  | Dropdown Element | Select One                                    | Seleccionar uno                                                     |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|  |  |  | Dropdown Element | Home                                          | Vivienda                                                            |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|  |  |  | Dropdown Element | Auto                                          | Automóvil                                                           |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|  |  |  | Dropdown Element | Office                                        | Oficina                                                             |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|  |  |  | Dropdown Element | Store                                         | Tienda                                                              |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|  |  |  | Dropdown Element | Rural                                         | Zona rural                                                          |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|  |  |  | Dropdown Element | Bar                                           | Bar                                                                 |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|  |  |  | Dropdown Element | Unknown                                       | No sabes                                                            |                                   |                                                                         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |
|  |  |  | Dropdown Heading | In what state was the card(s) lost or stolen? | ¿En qué estado se produjo el robo o la pérdida de la(s) tarjeta(s)? |                                   |                                                                         | No Selection:<br>Please select the state where the card was lost or stolen.                                                                                                                                    | No Selection:<br>Selecciona el estado donde se produjo el robo o la pérdida de la tarjeta.                                                                                                                                     |  |  |
|  |  |  | Link             | [Tooltip Icon]                                |                                                                     | Open state selector menu tooltip. | Abrir la sugerencia de la herramienta del menú de selección de estados. |                                                                                                                                                                                                                |                                                                                                                                                                                                                                |  |  |

|                                             |   |   |                    |                                                                                                                              |                                                                                                                                         |                                    |                                                                       |                |                          |        |                                                                     |
|---------------------------------------------|---|---|--------------------|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------|
|                                             |   |   | Tooltip text       | If lost in a foreign country, select your home state.                                                                        | Si se perdió en otro país, selecciona el estado en el que vives.                                                                        |                                    |                                                                       |                |                          |        |                                                                     |
|                                             |   |   | Link               | [Close Icon]                                                                                                                 |                                                                                                                                         | Close state selector menu tooltip. | Cerrar sugerencia de la herramienta del menú de selección de estados. |                |                          |        |                                                                     |
|                                             |   |   | Dropdown Element   | Select One                                                                                                                   | Seleccionar uno                                                                                                                         |                                    |                                                                       |                |                          |        |                                                                     |
|                                             |   |   | Dropdown Element   | [All U.S states and territories]                                                                                             | [All U.S states and territories]                                                                                                        |                                    |                                                                       |                |                          |        |                                                                     |
|                                             |   |   | Button (Primary)   | Continue                                                                                                                     | Continuar                                                                                                                               |                                    |                                                                       |                |                          |        |                                                                     |
|                                             |   |   | Button (Secondary) | Cancel                                                                                                                       | Cancelar                                                                                                                                |                                    |                                                                       |                |                          |        |                                                                     |
| FUSION: ENTER YOUR INFORMATION, STOLEN CARD |   |   |                    |                                                                                                                              |                                                                                                                                         |                                    |                                                                       |                |                          |        |                                                                     |
| D                                           | T | M | ELEMENT            | COPY                                                                                                                         | COPY (SPANISH)                                                                                                                          | ADA                                | ADA (SPANISH)                                                         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                               |
|                                             |   |   | Header             | Enter Your Information                                                                                                       | Ingresa tu información                                                                                                                  |                                    |                                                                       |                |                          |        |                                                                     |
|                                             |   |   | Text               | To help us process your report as quickly as possible, please verify your contact information and answer the question below. | Para ayudarnos a procesar tu denuncia lo más rápido posible, verifica tu información de contacto y responde la pregunta a continuación. |                                    |                                                                       |                |                          |        |                                                                     |
|                                             |   |   | Field Label        | Preferred Contact Information                                                                                                | Información de contacto preferida                                                                                                       |                                    |                                                                       |                |                          |        |                                                                     |
|                                             |   |   | Dynamic Content    | [Street] [,Apt./Suite#]<br>[City], [State] [Zip]                                                                             |                                                                                                                                         |                                    |                                                                       |                |                          |        |                                                                     |
|                                             |   |   | Link               | Edit                                                                                                                         | Editar                                                                                                                                  | Edit your mailing address.         | Edita tu dirección postal.                                            |                |                          |        |                                                                     |
|                                             |   |   | Field Label        | Address                                                                                                                      | Dirección                                                                                                                               |                                    |                                                                       |                |                          |        | Conditional: If user edits address.                                 |
|                                             |   |   | Dynamic Content    | [Street]                                                                                                                     |                                                                                                                                         |                                    |                                                                       |                |                          |        | Conditional: If user edits address. Populated with current address. |

|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |                                                                                                              |                                                                                                                 |  |                                                                                               |
|--|--|--|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------|
|  |  |  | Field Help Text | <p>Please enter a valid physical street address. Do not enter a Bill Payment service address, because your credit cards and related materials would also be mailed to it. (Do not use punctuation marks such as periods, commas, etc.)</p> <p>If your new address is changing to a country other than the U.S., or to an APO/FPO address, please send us a secure message, or contact Customer Service at</p> <p>[[XXX-XXX-XXXX]</p> <p>HOURS<br/>[Day-Day HH:MM am/pm - HH:MM am/pm TZ]</p> <p>If outside the U.S., Canada and Puerto Rico call collect at [XXX-XXX-XXXX].</p> | <p>Ingresa una dirección física válida. No ingreses una dirección de servicio de Pago de Facturas, ya que tus tarjetas de crédito y los materiales relacionados también se enviarían por correo a dicha dirección. (No utilices signos de puntuación como puntos, comas, etc.)</p> <p>Si tu nueva dirección pasará a ser de un país que no sea EE.UU. o a una dirección APO/ FPO, envíanos un mensaje seguro o comunícate con Servicio al Cliente al</p> <p>[XXX-XXX-XXXX]</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX].</p> |  |  |                                                                                                              |                                                                                                                 |  | <p>Conditional: If user edits address.</p> <p>Phone numbers located in Contact Us module.</p> |
|  |  |  | Field Label     | Apt./Suite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Apto./Suite                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  | Client-side Errors (Field Level):                                                                            | Client-side Errors (Field Level):                                                                               |  | .                                                                                             |
|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  | If user enters special characters:<br><br>Please re-enter your Apt./ Suite without using special characters. | If user enters special characters:<br><br>Vuelve a ingresar tu Apto./ Suite sin utilizar caracteres especiales. |  |                                                                                               |
|  |  |  | Dynamic Content | [Apt./Suite]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |                                                                                                              |                                                                                                                 |  | Conditional: If user edits address. Populated with current information.                       |

|  |  |  |                  |                                     |               |  |  |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                         |  |                                                                         |
|--|--|--|------------------|-------------------------------------|---------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------|
|  |  |  | Field Label      | City                                | Ciudad        |  |  | Client-side Errors (Field Level):<br><br>If user enters invalid characters:<br><br>Please re-enter your City without using numbers, periods, or special characters.<br><br>If blank:<br><br>Please enter your City.                                                                                          | Client-side Errors (Field Level):<br><br>If user enters invalid characters:<br><br>Vuelve a ingresar tu Ciudad sin utilizar números, puntos ni caracteres especiales.<br><br>If blank:<br><br>Ingresa tu Ciudad.                                                                                                                        |  |                                                                         |
|  |  |  | Dynamic Content  | [City]                              |               |  |  |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                         |  | Conditional: If user edits address. Populated with current information. |
|  |  |  | Dropdown Label   | State                               | Estado        |  |  | Client-side Errors (Field Level):<br><br>If blank:<br><br>Please enter your State.                                                                                                                                                                                                                           | Client-side Errors (Field Level):<br><br>If blank:<br><br>Ingresa tu Estado.                                                                                                                                                                                                                                                            |  |                                                                         |
|  |  |  | Dropdown Options | [List of US States and Territories] |               |  |  |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                         |  | Conditional: If user edits address. Populated with current information. |
|  |  |  | Field Label      | ZIP Code                            | Código Postal |  |  | Client-side Errors (Field Level):<br><br>If user enters non-numeric characters:<br><br>Please re-enter your ZIP Code using numbers only.<br><br>If user enters less than 5 characters:<br><br>Please re-enter your ZIP Code using at least 5 characters.<br><br>If blank:<br><br>Please enter your ZIP Code. | Client-side Errors (Field Level):<br><br>If user enters non-numeric characters:<br><br>Vuelve a ingresar tu Código Postal utilizando números únicamente.<br><br>If user enters less than 5 characters:<br><br>Vuelve a ingresar tu Código Postal utilizando como mínimo 5 caracteres.<br><br>If blank:<br><br>Ingresa tu Código Postal. |  |                                                                         |

|  |  |  |                  |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                         |                              |                                                                                                           |                                                                                                                              |  |                                                                                          |
|--|--|--|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------|
|  |  |  | Dynamic Content  | [XXXXXXXX]                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                         |                              |                                                                                                           |                                                                                                                              |  | Conditional: If user edits address.<br><br>Populated with current information.           |
|  |  |  | Dynamic Content  | [(XXX) XXX-XXXX]                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                         |                              |                                                                                                           |                                                                                                                              |  |                                                                                          |
|  |  |  | Link             | Edit                                                                                                                                                                                                                                                                                                                                                                                                           | Editar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Edit your phone number. | Edita tu número de teléfono. |                                                                                                           |                                                                                                                              |  |                                                                                          |
|  |  |  | Field Label      | Preferred Phone                                                                                                                                                                                                                                                                                                                                                                                                | Teléfono preferido                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                         |                              |                                                                                                           |                                                                                                                              |  | Conditional: Appears if user edits phone.                                                |
|  |  |  | Dynamic Content  | [(XXX) XXX-XXXX]                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                         |                              | Client-Side Error [Field Level]:<br>If invalid data entry:<br>Please enter a valid 10-digit Phone Number. | Errores por parte del cliente:<br>Si el ingreso de datos es inválido:<br>Ingresa un Número de Teléfono válido de 10 dígitos. |  | Conditional: Appears if user edits phone.<br><br>Content appears for each phone on file. |
|  |  |  | Field Help Text  | By giving us a cell number or a number later converted to a cell number, you agree that we or our service providers can contact you at that number by autodialer, recorded or artificial voice, or a text. Your phone plan charges may apply.<br><br>If you are currently enrolled in Alerts for your account, any updates you make to your profile will also update the phone number your alerts are sent to. | Al darnos un número de teléfono celular o un número que posteriormente convierta en un número de teléfono celular, usted acepta que nosotros o nuestros proveedores de servicios podemos llamarle a ese número utilizando un marcador automático, un mensaje pregrabado, voz artificial, o mensaje de texto. Pueden aplicarse cargos de su plan de teléfono.<br><br>Si actualmente se encuentra inscrito en Mensajes de Alertas sobre su cuenta, cualquier actualización que realice a su número de teléfono en su perfil también actualizará el número de teléfono al que se envían sus mensajes de alertas. |                         |                              |                                                                                                           |                                                                                                                              |  | Conditional: Appears if user edits phone.<br><br>Content appears for each phone on file. |
|  |  |  | Dropdown Label   | Type                                                                                                                                                                                                                                                                                                                                                                                                           | Tipo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                         |                              | No Selection:<br>Please select the type of phone.                                                         | No Selection:<br>Selecciona el tipo de teléfono.                                                                             |  |                                                                                          |
|  |  |  | Dropdown Element | Mobile                                                                                                                                                                                                                                                                                                                                                                                                         | Móvil                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                         |                              |                                                                                                           |                                                                                                                              |  |                                                                                          |
|  |  |  | Dropdown Element | Home                                                                                                                                                                                                                                                                                                                                                                                                           | Particular                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                         |                              |                                                                                                           |                                                                                                                              |  |                                                                                          |



|  |  |  |                                  |                                                         |                                                                       |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                                                                             |
|--|--|--|----------------------------------|---------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Dropdown Element                 | Work                                                    | Laboral                                                               |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                                                                             |
|  |  |  | Text                             | Please select the user(s) whose card(s) is missing:     | Selecciona al (a los) usuario(s) cuya(s) tarjeta(s) falta(n):         |                                       |                                                        | No Selection:<br>Please select the user(s) whose card(s) is missing.                                                                                                                       | No se seleccionó:<br>Selecciona al (a los) usuario(s) cuya(s) tarjeta(s) falta(n).                                                                                              |  | Conditional: If Authorized Users on the account.                                                                            |
|  |  |  | Checkbox                         | [FirstName MiddleInitial LastName]                      |                                                                       |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  | Primary User listed first, then once for each Authorized User.                                                              |
|  |  |  | Button label                     | Who last used the card(s)?                              | ¿Quién usó la(s) tarjeta(s) por última vez?                           |                                       |                                                        | No Selection:<br>Please select or enter a name, or select “I’m not sure.”                                                                                                                  | No se seleccionó:<br>Selecciona o ingresa un nombre, o selecciona «No estoy seguro.»                                                                                            |  | Conditional: Only if Authorized Users on the account.                                                                       |
|  |  |  | Dropdown Element                 | [FirstName MiddleInitial LastName]                      |                                                                       |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  | Conditional: Only if Authorized Users on the account.<br><br>Primary User listed first, then once for each Authorized User. |
|  |  |  | Radio Button                     | I’m not sure                                            | No estoy seguro                                                       |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                                                                             |
|  |  |  | Dropdown Element/<br>Field Label | Other                                                   | Otro                                                                  |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                                                                             |
|  |  |  | Field Label                      |                                                         |                                                                       | Name of Person Who Last Used the Card | Nombre de la persona que usó la tarjeta por última vez |                                                                                                                                                                                            |                                                                                                                                                                                 |  | Read as ADA text only.                                                                                                      |
|  |  |  | Field Placeholder                | Enter First, Last Name                                  | Ingresa el nombre y apellido                                          |                                       |                                                        | No Name Provided:<br>Please enter the first and last name of the user.<br><br>Invalid characters:<br>Please re-enter the first and last name of the user without using special characters. | No Name Provided:<br>Ingresa el nombre y apellido del usuario.<br><br>Invalid characters:<br>Vuelve a ingresar el nombre y apellido del usuario sin usar caracteres especiales. |  |                                                                                                                             |
|  |  |  | Button Label                     | Was the PIN compromised?                                | ¿Estuvo en riesgo el PIN?                                             |                                       |                                                        | No Selection:<br>Please indicate whether your PIN was compromised.                                                                                                                         | No Selection:<br>Indica si tu PIN estuvo en riesgo.                                                                                                                             |  | Conditional: Only if account has available funds.                                                                           |
|  |  |  | Dropdown Element                 | Yes                                                     | Sí                                                                    |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                                                                             |
|  |  |  | Dropdown Element                 | No                                                      | No                                                                    |                                       |                                                        |                                                                                                                                                                                            |                                                                                                                                                                                 |  |                                                                                                                             |
|  |  |  | Date Field                       | When did you (or authorized user) last use the account? | ¿Cuándo utilizaste(o el usuario autorizado) la cuenta por última vez? |                                       |                                                        | No Date Provided:<br>Please indicate when the account was last used.                                                                                                                       | No Date Provided:<br>Indica cuándo se usó la cuenta por última vez.                                                                                                             |  |                                                                                                                             |

|  |  |  |                  |                                                         |                                                               |  |  |                                                                                                          |                                                                                                                |  |  |
|--|--|--|------------------|---------------------------------------------------------|---------------------------------------------------------------|--|--|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Date Field       | [MM/DD/YYYY]                                            |                                                               |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date. | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.   |  |  |
|  |  |  | Icon/Link        | [Date Selector]                                         |                                                               |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.       | Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY. |  |  |
|  |  |  | Field Heading    | When did you first discover the card(s) lost or stolen? | ¿Cuándo descubriste la pérdida o el robo de la(s) tarjeta(s)? |  |  | No Date Provided:<br>Please indicate when you first discovered the card lost or stolen.                  | No Date Provided:<br>Indica cuándo descubriste inicialmente la pérdida o el robo de la tarjeta.                |  |  |
|  |  |  | Date Field       | [MM/DD/YYYY]                                            |                                                               |  |  | Client-side error, invalid date entered:<br>The date you entered was invalid. Please enter a valid date. | Client-side error, invalid date entered:<br>La fecha que ingresaste era inválida. Ingresar una fecha válida.   |  |  |
|  |  |  | Icon/Link        | [Date Selector]                                         |                                                               |  |  | Client-side format error, invalid date entered:<br>Please enter a valid date in MM/DD/YYYY format.       | Client-side format error, invalid date entered:<br>Ingresar una fecha válida utilizando el formato MM/DD/YYYY. |  |  |
|  |  |  | Dropdown Heading | Where was the card(s) lost or stolen?                   | ¿Dónde se produjo el robo o la pérdida de la(s) tarjeta(s)?   |  |  | No Selection:<br>Please select the location where the card was lost or stolen.                           | No Selection:<br>Selecciona el lugar donde se produjo el robo o la pérdida de la tarjeta.                      |  |  |
|  |  |  | Dropdown Element | Select One                                              | Seleccionar uno                                               |  |  |                                                                                                          |                                                                                                                |  |  |
|  |  |  | Dropdown Element | Home                                                    | (Translation needed.)                                         |  |  |                                                                                                          |                                                                                                                |  |  |
|  |  |  | Dropdown Element | Auto                                                    | (Translation needed.)                                         |  |  |                                                                                                          |                                                                                                                |  |  |
|  |  |  | Dropdown Element | Office                                                  | (Translation needed.)                                         |  |  |                                                                                                          |                                                                                                                |  |  |
|  |  |  | Dropdown Element | Store                                                   | (Translation needed.)                                         |  |  |                                                                                                          |                                                                                                                |  |  |
|  |  |  | Dropdown Element | Rural                                                   | (Translation needed.)                                         |  |  |                                                                                                          |                                                                                                                |  |  |
|  |  |  | Dropdown Element | Bar                                                     | (Translation needed.)                                         |  |  |                                                                                                          |                                                                                                                |  |  |
|  |  |  | Dropdown Element | Unknown                                                 | (Translation needed.)                                         |  |  |                                                                                                          |                                                                                                                |  |  |



|                                              |   |   |                       |                                                                              |                                                                                                    |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|----------------------------------------------|---|---|-----------------------|------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|--------|-------|
|                                              |   |   | Dropdown<br>Heading   | In what state was the card(s) lost<br>or stolen?                             | ¿En qué estado se produjo<br>el robo o la pérdida de la(s)<br>tarjeta(s)?                          |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Link                  | [Tooltip Icon]                                                               |                                                                                                    | Open state<br>selector menu<br>tooltip.  | Abrir la sugerencia<br>de la herramienta<br>del menú de<br>selección de<br>estados.  |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Tooltip text          | If lost in a foreign country, select<br>your home state.                     | Si se perdió en otro país,<br>selecciona el estado en el que<br>vives.                             |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Link                  | [Close Icon]                                                                 |                                                                                                    | Close state<br>selector menu<br>tooltip. | Cerrar la<br>sugerencia de la<br>herramienta del<br>menú de selección<br>de estados. |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Dropdown<br>Element   | Select One                                                                   | Seleccionar uno                                                                                    |                                          |                                                                                      | No Selection:<br>Please select the state where<br>the card was lost or stolen. | No Selection:<br>Selecciona el estado donde se<br>produjo el robo o la pérdida de<br>la tarjeta. |        |       |
|                                              |   |   | Dropdown<br>Element   | [All U.S states and territories]                                             | [Todos los estados y territorios<br>de los EE.UU.]                                                 |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Button Label          | Was a police report submitted?                                               | ¿Se presentó una denuncia<br>policial?                                                             |                                          |                                                                                      | No Selection:<br>Please indicate whether a<br>police report was filed.         | No Selection:<br>Indica si se presentó una<br>denuncia policial.                                 |        |       |
|                                              |   |   | Dropdown<br>Element   | Yes                                                                          | Sí                                                                                                 |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Dropdown<br>Element   | No                                                                           | No                                                                                                 |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Button<br>(Primary)   | Cancel                                                                       | Cancelar                                                                                           |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Button<br>(Secondary) | Continue                                                                     | Continuar                                                                                          |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
| FUSION: REPORT LOST/STOLEN CARD, VERIFY LOST |   |   |                       |                                                                              |                                                                                                    |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
| D                                            | T | M | ELEMENT               | COPY                                                                         | COPY (SPANISH)                                                                                     | ADA                                      | ADA (SPANISH)                                                                        | ERROR MESSAGES                                                                 | ERROR MESSAGES<br>(SPANISH)                                                                      | CMS ID | NOTES |
|                                              |   |   | Header                | Verify Your Information                                                      | Verificar tu información                                                                           |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Text                  | Review the information below,<br>make any changes and submit<br>your report. | Revisa la información a<br>continuación, realiza los<br>cambios necesarios y envía tu<br>denuncia. |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Field Label           | LOST OR STOLEN CARD                                                          | TARJETA PERDIDA O<br>ROBADA                                                                        |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |
|                                              |   |   | Text                  | [CardProgram Name] Ending in<br>[XXXX]                                       | [CardProgram Name] Que<br>termina en [XXXX]                                                        |                                          |                                                                                      |                                                                                |                                                                                                  |        |       |

|                                                |   |   |                     |                                                                        |                                                                                           |     |               |                |                          |        |                                                   |
|------------------------------------------------|---|---|---------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------|
|                                                |   |   | Field Label         | USER(S) WHOSE CARD(S) WAS LOST OR STOLEN                               | USUARIO(S) CUYA(S) TARJETA(S) SE HA(N) PERDIDO O HA(N) SIDO ROBADA(S).                    |     |               |                |                          |        |                                                   |
|                                                |   |   | Dynamic Text        | [FirstName MiddleInitial LastName]                                     |                                                                                           |     |               |                |                          |        |                                                   |
|                                                |   |   | Field Label         | PIN COMPROMISED                                                        | PIN EN RIESGO                                                                             |     |               |                |                          |        | Conditional: Only if account has available funds. |
|                                                |   |   | Dynamic Content     | [Yes/No]                                                               | [Sí/No]                                                                                   |     |               |                |                          |        |                                                   |
|                                                |   |   | Field Label         | LAST PERSON TO USE THE CARD                                            | ÚLTIMA PERSONA QUE UTILIZÓ LA TARJETA                                                     |     |               |                |                          |        |                                                   |
|                                                |   |   | Dynamic Content     | [First, Last Name]                                                     | (Translation needed.)                                                                     |     |               |                |                          |        |                                                   |
|                                                |   |   | Dynamic Field Label | DATE CARD LOST OR STOLEN                                               | (Translation needed.)                                                                     |     |               |                |                          |        |                                                   |
|                                                |   |   | Dynamic Content     | [MM/DD/YYYY]                                                           |                                                                                           |     |               |                |                          |        |                                                   |
|                                                |   |   | Field Label         | LOCATION                                                               | LUGAR                                                                                     |     |               |                |                          |        |                                                   |
|                                                |   |   | Dynamic Content     | [Location]                                                             | [Location]                                                                                |     |               |                |                          |        |                                                   |
|                                                |   |   | Field Label         | STATE                                                                  | ESTADO                                                                                    |     |               |                |                          |        |                                                   |
|                                                |   |   | Dynamic Content     | [State]                                                                | [State]                                                                                   |     |               |                |                          |        |                                                   |
|                                                |   |   | Link                | Make Changes                                                           | Hacer cambios                                                                             |     |               |                |                          |        | Returns user to “Select Transactions” screen.     |
|                                                |   |   | Button (Primary)    | Submit Report                                                          | Enviar denuncia                                                                           |     |               |                |                          |        |                                                   |
|                                                |   |   | Button (Secondary)  | Cancel                                                                 | Cancelar                                                                                  |     |               |                |                          |        |                                                   |
| FUSION: REPORT LOST/STOLEN CARD, VERIFY STOLEN |   |   |                     |                                                                        |                                                                                           |     |               |                |                          |        |                                                   |
| D                                              | T | M | ELEMENT             | COPY                                                                   | COPY (SPANISH)                                                                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                             |
|                                                |   |   | Header              | Verify Your Information                                                | Verificar tu información                                                                  |     |               |                |                          |        |                                                   |
|                                                |   |   | Text                | Review the information below, make any changes and submit your report. | Revisa la información a continuación, realiza los cambios necesarios y envía tu denuncia. |     |               |                |                          |        |                                                   |
|                                                |   |   | Field Label         | LOST OR STOLEN CARD                                                    | TARJETA PERDIDA O ROBADA                                                                  |     |               |                |                          |        |                                                   |
|                                                |   |   | Text                | [CardProgram Name] Ending in [XXXX]                                    | [CardProgram Name] Que termina en [XXXX]                                                  |     |               |                |                          |        |                                                   |
|                                                |   |   | Field Label         | TOTAL UNAUTHORIZED TRANSACTIONS                                        | TOTAL DE TRANSACCIONES NO AUTORIZADAS                                                     |     |               |                |                          |        |                                                   |

|  |  |  |                     |                                                  |                                                                        |  |  |  |  |  |                                                   |
|--|--|--|---------------------|--------------------------------------------------|------------------------------------------------------------------------|--|--|--|--|--|---------------------------------------------------|
|  |  |  | Dynamic Content     | [X] Transaction(s), [\$XXX.XX]                   | [X] Transacción (Transacciones), [\$XXX.XX]                            |  |  |  |  |  |                                                   |
|  |  |  | Field Label         | Preferred Contact Information                    | Información de contacto preferida                                      |  |  |  |  |  |                                                   |
|  |  |  | Dynamic Content     | [Street] [,Apt./Suite#]<br>[City], [State] [Zip] |                                                                        |  |  |  |  |  |                                                   |
|  |  |  | Dynamic Data        | [(XXX) XXX-XXXX]                                 |                                                                        |  |  |  |  |  |                                                   |
|  |  |  | Field Label         | USER(S) WHOSE CARD(S) WAS LOST OR STOLEN.        | USUARIO(S) CUYA(S) TARJETA(S) SE HA(N) PERDIDO O HA(N) SIDO ROBADA(S). |  |  |  |  |  | Conditional: If Authorized Users on the account.  |
|  |  |  | Dynamic Content     | [FirstName MiddleInitial LastName]               | [First Name, Last Name]                                                |  |  |  |  |  | Conditional: If Authorized Users on the account.  |
|  |  |  | Field Label         | LAST PERSON TO USE THE CARD                      | ÚLTIMA PERSONA QUE UTILIZÓ LA TARJETA                                  |  |  |  |  |  | Conditional: If Authorized Users on the account.  |
|  |  |  | Dynamic Content     | [FirstName MiddleInitial LastName]               | [First Name, Last Name]                                                |  |  |  |  |  | Conditional: If Authorized Users on the account.  |
|  |  |  | Field Label         | PIN COMPROMISED                                  | PIN EN RIESGO                                                          |  |  |  |  |  | Conditional: Only if account has available funds. |
|  |  |  | Dynamic Content     | [Yes/No]                                         | [Yes/No]                                                               |  |  |  |  |  |                                                   |
|  |  |  | Dynamic Field Label | DATE CARD LAST USED                              | FECHA EN QUE SE USÓ LA TARJETA POR ÚLTIMA VEZ                          |  |  |  |  |  |                                                   |
|  |  |  | Dynamic Content     | [MM/DD/YYYY]                                     |                                                                        |  |  |  |  |  |                                                   |
|  |  |  | Dynamic Field Label | DATE CARD LOST OR STOLEN                         | FECHA DE LA PÉRDIDA O EL ROBO DE LA TARJETA                            |  |  |  |  |  |                                                   |
|  |  |  | Dynamic Content     | [MM/DD/YYYY]                                     |                                                                        |  |  |  |  |  |                                                   |
|  |  |  | Field Label         | LOCATION                                         | LUGAR                                                                  |  |  |  |  |  |                                                   |
|  |  |  | Dynamic Content     | [Location]                                       | [Location]                                                             |  |  |  |  |  |                                                   |
|  |  |  | Field Label         | STATE                                            | ESTADO                                                                 |  |  |  |  |  |                                                   |
|  |  |  | Dynamic Content     | [State]                                          | [State]                                                                |  |  |  |  |  |                                                   |
|  |  |  | Field Label         | POLICE REPORT FILED?                             | ¿SE PRESENTÓ UNA DENUNCIA POLICIAL?                                    |  |  |  |  |  | Conditional if card is reported stolen.           |
|  |  |  | Dynamic Content     | [Yes/No]                                         | [Yes/No]                                                               |  |  |  |  |  |                                                   |
|  |  |  | Link                | Make Changes                                     | Hacer cambios                                                          |  |  |  |  |  | Returns user to “Select Transactions” screen.     |
|  |  |  | Button (Primary)    | Submit Report                                    | Enviar denuncia                                                        |  |  |  |  |  |                                                   |

|                                               |   |   |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |               |                |                             |        |                                                                                       |
|-----------------------------------------------|---|---|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|-----------------------------|--------|---------------------------------------------------------------------------------------|
|                                               |   |   | Button<br>(Secondary) | Cancel                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |               |                |                             |        |                                                                                       |
| FUSION: REPORT LOST/STOLEN CARD, CONFIRMATION |   |   |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |               |                |                             |        |                                                                                       |
| D                                             | T | M | ELEMENT               | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES<br>(SPANISH) | CMS ID | NOTES                                                                                 |
|                                               |   |   | Header                | You’ve Reported a Lost or Stolen Card                                                                                                                                                                                                                                                                                                                                                                                                                  | Has denunciado el robo o la pérdida de una tarjeta                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |               |                |                             |        |                                                                                       |
|                                               |   |   | Text                  | <p>Your report has been successfully submitted. For your protection, online access to your lost or stolen card account will be limited. You will receive a new card by mail within [X] to [X] days.</p> <p>For additional assistance, contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>Tu denuncia ha sido enviada con éxito. Para tu protección, el acceso en línea a la cuenta de tu tarjeta perdida o robada será limitado. Recibirás una nueva tarjeta por correo en un plazo de [X] a [X] días.</p> <p>Para obtener asistencia adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., llama con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |     |               |                |                             |        | <p>Conditional text appears for cards reported as lost.</p> <p>CIL Error Code 000</p> |

# Copy: Report Lost or Stolen Card Module

|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |  |                                                                                         |
|--|--|--|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|-----------------------------------------------------------------------------------------|
|  |  |  | Text | <p>Your report has been successfully submitted. A customer service representative will be contacting you shortly to review the fraudulent activity on your account.</p> <p>For your protection, online access to your lost or stolen card account will be limited. You will receive a new card by mail within [X] to [X] days.</p> <p>For additional assistance, contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>Tu denuncia ha sido enviada con éxito. Un representante de Servicio al Cliente se comunicará contigo en breve para revisar la actividad fraudulenta en tu cuenta.</p> <p>Para tu protección, el acceso en línea a la cuenta de tu tarjeta perdida o robada será limitado. Recibirás una nueva tarjeta por correo en un plazo de [X] a [X] días.</p> <p>Para obtener asistencia adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., llama con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |  |  |  |  |  |  | <p>Conditional text appears for cards reported as stolen.</p> <p>CIL Error Code 000</p> |
|--|--|--|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|-----------------------------------------------------------------------------------------|

|  |  |  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |                                                                                                                                        |
|--|--|--|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|----------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Conditional Text   | <p>Your report has been successfully submitted. A customer service representative will be contacting you shortly to review the fraudulent activity on your account.</p> <p>For your protection, online access to your lost or stolen card account will be limited. Because you’ve updated your address, you’ll receive your new card as soon as your new address is verified.</p> <p>For additional assistance, contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>Tu denuncia ha sido enviada con éxito. Un representante de Servicio al Cliente se comunicará contigo en breve para revisar la actividad fraudulenta en tu cuenta.</p> <p>Para tu protección, el acceso en línea a la cuenta de tu tarjeta perdida o robada será limitado. Debido a que has actualizado tu dirección, recibirá tu nueva tarjeta apenas se verifique tu nueva dirección.</p> <p>Para obtener asistencia adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., llama con cobro revertido al [X-XX-XXX-XXX-XXXX].</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |  |  |  |  |  | <p>Conditional text appears for cards reported as stolen and the user updates their address in the flow.</p> <p>CIL Error Code 000</p> |
|  |  |  | Text               | Other Updates:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Otras actualizaciones:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  | Conditional: If user updates address or phone.                                                                                         |
|  |  |  | Checkmark          | Updated your address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Se actualizó tu dirección                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  | Conditional: If user updates address.                                                                                                  |
|  |  |  | Checkmark          | Updated your [mobile/home/work] phone                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Se actualizó tu teléfono [móvil/particular/laboral]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  | Conditional: If user updates phone.                                                                                                    |
|  |  |  | Button (Secondary) | Go to Help & Contact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Ir a Ayuda y Contacto                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |                                                                                                                                        |



|                                                                        |   |   |                       |                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |                                                                                |
|------------------------------------------------------------------------|---|---|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|--------------------------------------------------------------------------------|
|                                                                        |   |   | Button<br>(Primary)   | Go to Credit Home                                                                                                                                                                                                                                                                                                              | Ir a la Página principal de crédito                                                                                                                                                                                                                                                                                                                                          |     |               |                |                          |        |                                                                                |
| FUSION: CARD LOST OR STOLEN, INELIGIBLE ACCOUNT TAKEOVER               |   |   |                       |                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |                                                                                |
| D                                                                      | T | M | ELEMENT               | COPY                                                                                                                                                                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                          |
|                                                                        |   |   | Header                | Please Contact Customer Service                                                                                                                                                                                                                                                                                                | Comunícate con Servicio al Cliente                                                                                                                                                                                                                                                                                                                                           |     |               |                |                          |        |                                                                                |
|                                                                        |   |   | Text                  | <p>You are not able to report a lost or stolen card at this time.</p> <p>If you’d like additional information, contact a Customer Service representative or call 1-866-875-5488.</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [XXX-XXX-XXXX]</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>No puedes denunciar una tarjeta perdida o robada en este momento.</p> <p>Si deseas obtener más información, comunícate con un representante de Servicio al Cliente o llama al 1-866-875-5488.</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |     |               |                |                          |        | CIL Error Code 001, 5110, 5127, 5118, 5125, 5126, 5119, 5108, 5093, 5117, 5135 |
|                                                                        |   |   | Button<br>(Primary)   | Go to Manage Account                                                                                                                                                                                                                                                                                                           | Ir a Manejar la cuenta                                                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        |                                                                                |
|                                                                        |   |   | Button<br>(Secondary) | Go to Credit Home                                                                                                                                                                                                                                                                                                              | Ir a la Página principal de crédito                                                                                                                                                                                                                                                                                                                                          |     |               |                |                          |        |                                                                                |
| FUSION: CARD LOST OR STOLEN, ADDITIONAL VERIFICATION REQUIRED TAKEOVER |   |   |                       |                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |                                                                                |
| D                                                                      | T | M | ELEMENT               | COPY                                                                                                                                                                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                          |
|                                                                        |   |   | Header                | Additional Information Is Required                                                                                                                                                                                                                                                                                             | Se requiere información adicional                                                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                                |

|                                                   |   |   |                    |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                             |     |               |                |                          |        |       |
|---------------------------------------------------|---|---|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
|                                                   |   |   | Text               | <div>Additional verification is required to submit a report.</div> <div>Please contact a Customer Service representative at [XXX-XXX-XXXX].</div> <div>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</div> <div>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</div> | <div>Se requiere verificación adicional para enviar la denuncia.</div> <div>Comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</div> <div>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]</div> <div>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</div> |     |               |                |                          |        |       |
|                                                   |   |   | Button (Primary)   | Go to Manage Account                                                                                                                                                                                                                                                                                      | Ir a Manejar la cuenta                                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        |       |
|                                                   |   |   | Button (Secondary) | Go to Credit Home                                                                                                                                                                                                                                                                                         | Ir a la Página principal de crédito                                                                                                                                                                                                                                                                                                         |     |               |                |                          |        |       |
| FUSION: CARD LOST OR STOLEN, CANCEL WARNING MODAL |   |   |                    |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                             |     |               |                |                          |        |       |
| D                                                 | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                      | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                              | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                   |   |   | Heading            | Account Access Will Be Restricted                                                                                                                                                                                                                                                                         | El Acceso a la cuenta estará restringido                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |       |
|                                                   |   |   | Text               | <div>For your protection, you will no longer be able to make purchases with this card, and a customer service representative will be following up with you soon.</div> <div>Are you sure you want to exit?</div>                                                                                          | <div>Para tu protección, ya no podrás realizar compras con esta tarjeta. Un representante de Servicio al Cliente se comunicará contigo a la brevedad.</div> <div>¿Estás seguro de que deseas salir?</div>                                                                                                                                   |     |               |                |                          |        |       |
|                                                   |   |   | Button (Secondary) | Return to Report                                                                                                                                                                                                                                                                                          | Regresar a la denuncia                                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        |       |



Copy: Report Lost or Stolen Card Module

|                                                |   |   |                     |                                                                                                                                                                                                     |                                                                                                                                                                                                     |                                    |                                               |                |                          |        |                                                                                 |
|------------------------------------------------|---|---|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------|
|                                                |   |   | Button<br>(Primary) | Exit Report                                                                                                                                                                                         | Salir de la denuncia                                                                                                                                                                                |                                    |                                               |                |                          |        |                                                                                 |
| FUSION: SIGN OFF MODULE, TIME OUT MODAL        |   |   |                     |                                                                                                                                                                                                     |                                                                                                                                                                                                     |                                    |                                               |                |                          |        |                                                                                 |
| D                                              | T | M | ELEMENT             | COPY                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                      | ADA                                | ADA (SPANISH)                                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                           |
|                                                |   |   | Header              | Your Session Is About to Time Out                                                                                                                                                                   | Tu Sesión Está A Punto De Expirar                                                                                                                                                                   |                                    |                                               |                |                          |        | Appears before user times out of session.                                       |
|                                                |   |   | Text                | To protect your information, we will sign you out if you remain inactive. You will no longer be able to make purchases with this card.                                                              | Para proteger tu información, cerraremos la sesión si permaneces inactivo. Ya no podrás realizar compras con esta tarjeta.                                                                          |                                    |                                               |                |                          |        |                                                                                 |
|                                                |   |   | Button              | Sign Off                                                                                                                                                                                            | Salir                                                                                                                                                                                               | Close this dialog and sign off.    | Cancelar este diálogo y regresar a la página. |                |                          |        |                                                                                 |
|                                                |   |   | Button              | Stay Active                                                                                                                                                                                         | Permanecer activo                                                                                                                                                                                   | Close this dialog and stay active. | Cerrar este diálogo y salir.                  |                |                          |        |                                                                                 |
| FUSION: SIGN OFF MODULE, TIME OUT NOTIFICATION |   |   |                     |                                                                                                                                                                                                     |                                                                                                                                                                                                     |                                    |                                               |                |                          |        |                                                                                 |
| D                                              | T | M | ELEMENT             | COPY                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                      | ADA                                | ADA (SPANISH)                                 | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                           |
|                                                |   |   | Text                | To protect your information, we have ended your account session. You will no longer be able to make purchases with this card. A customer service representative will be following up with you soon. | Para proteger tu información, hemos finalizado la sesión de tu cuenta. Ya no podrás realizar compras con esta tarjeta. Un representante de Servicio al Cliente se comunicará contigo a la brevedad. |                                    |                                               |                |                          |        | Account Notification, appears on Sign-On module when user times out of session. |

Fusion 7 White Label Standard

# Alerts Module

Wireframe: Alerts Settings, Large View

Manage Alerts

Alert Contact Information

EMAIL 1

s•••••••m@email.com

Edit

EMAIL 2

Not Specified

Edit

MOBILE PHONE 1

(512) 999-99

Activate

Edit

MOBILE PHONE 2

Not Specified

Edit

To receive alerts at a mobile phone number, you must first activate it. See our list of supported providers.

Rum es aliciet, cor ratus de vel id quae mincitiae re, nulparc hilit, eosapis velitem oloruntia dest fugit fugitibus maionsequam resequi ullitinci debis dolesequos sitas rerum laut pore vel magnihi tiorepudam sedi dolorem remo inihitatus ea nobitatur.

Account Alerts

Edit

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

Email 1

ON

Payment Posted

Email 1

ON

BALANCE AND CREDIT LIMIT

Spending Alert

Email 1  
Above \$150.00

ON

\* Balance

OFF

| Notes                                                                                                                                                                                                       |                     |                                                                        |                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Module Type: Transactional Module                                                                                                                                                                           |                     |                                                                        |                                                                                                                                                                                                                                                                                         |
| This is the default view of the Alerts Module if user has already set account alerts. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. |                     |                                                                        |                                                                                                                                                                                                                                                                                         |
| Interaction Notes                                                                                                                                                                                           |                     |                                                                        |                                                                                                                                                                                                                                                                                         |
| Key                                                                                                                                                                                                         | Element             | Action                                                                 | Notes                                                                                                                                                                                                                                                                                   |
| 1                                                                                                                                                                                                           | Email Icon          | None                                                                   | Conditional content. Green indicates email on file.                                                                                                                                                                                                                                     |
| 2                                                                                                                                                                                                           | Email Edit          | onClick displays email fields                                          | Conditional content. Pre-populates existing email in fields.                                                                                                                                                                                                                            |
| 3                                                                                                                                                                                                           | Activate            | onClick displays the Mobile Activation Content Modal                   | See Wireframe: Alerts Module - Send Code, Large View for details.<br><br>If the mobile phone is bad, inactive, stopped or not enrolled, then the “Activate” link appears as seen here.<br><br>Activating a mobile phone number automatically turns on Min Due Alerts and saves changes. |
| 4                                                                                                                                                                                                           | Mobile Phone Edit   | onClick displays phone fields                                          | Conditional content. Pre-populates existing mobile phone in fields whether it is activated or not.                                                                                                                                                                                      |
| 5                                                                                                                                                                                                           | Supported Providers | onClick displays Content Modal Module with Supported Providers content |                                                                                                                                                                                                                                                                                         |
| 6                                                                                                                                                                                                           | Edit Button         | onClick displays the edit view of the Account Alerts                   | Conditional content. For users who have not set alerts, button label is “Set Up”.                                                                                                                                                                                                       |

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Wireframe: Alerts Settings, Extra Small View

# Manage Alerts

## Alert Contact Information

EMAIL 1  
✉ s•••••••m@email.com [Edit](#)

EMAIL 2  
✉ Not Specified [Edit](#)

MOBILE PHONE 1  
📱 (512) 999-9999 [Activate](#) | [Edit](#)

MOBILE PHONE 2  
📱 (512) 777-7777 [Edit](#)

To receive Alerts, please activate your mobile number. See our list of [supported providers](#).

Rum es aliciet, cor ratus de vel id quae mincitiae re, nulparc hilit, eosapis velitem oloruntia dest fugit fugitibus maionsequam resequi ullitinci debis dolesequos sitas rerum laut pore vel magnihi tiorepudam sedi dolorem remo inihitatribus ea nobitatur. Umqui dolo de non cum sandebiti tem.

## Account Alerts

[Edit](#)

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

OFF

Payment Posted

OFF

BALANCE AND CREDIT LIMIT

Spending Alert

OFF

Current Balance

OFF

High Balance

OFF

Close to Credit Limit

OFF

Over Credit Limit

OFF

OTHER NOTIFICATIONS

New Features and Updates

OFF

☒ Receive all daily alerts in one email

[Edit Account Alerts](#)

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

## Account Alerts

[Edit](#)

STATEMENTS AND PAYMENTS

Minimum Payment Due OFF

Account Past Due OFF

Payment Posted OFF

BALANCE AND CREDIT LIMIT

Spending Alert OFF

Current Balance OFF

High Balance OFF

Close to Credit Limit OFF

Over Credit Limit OFF

OTHER NOTIFICATIONS

New Features and Updates OFF

☒ Receive all daily alerts in one email

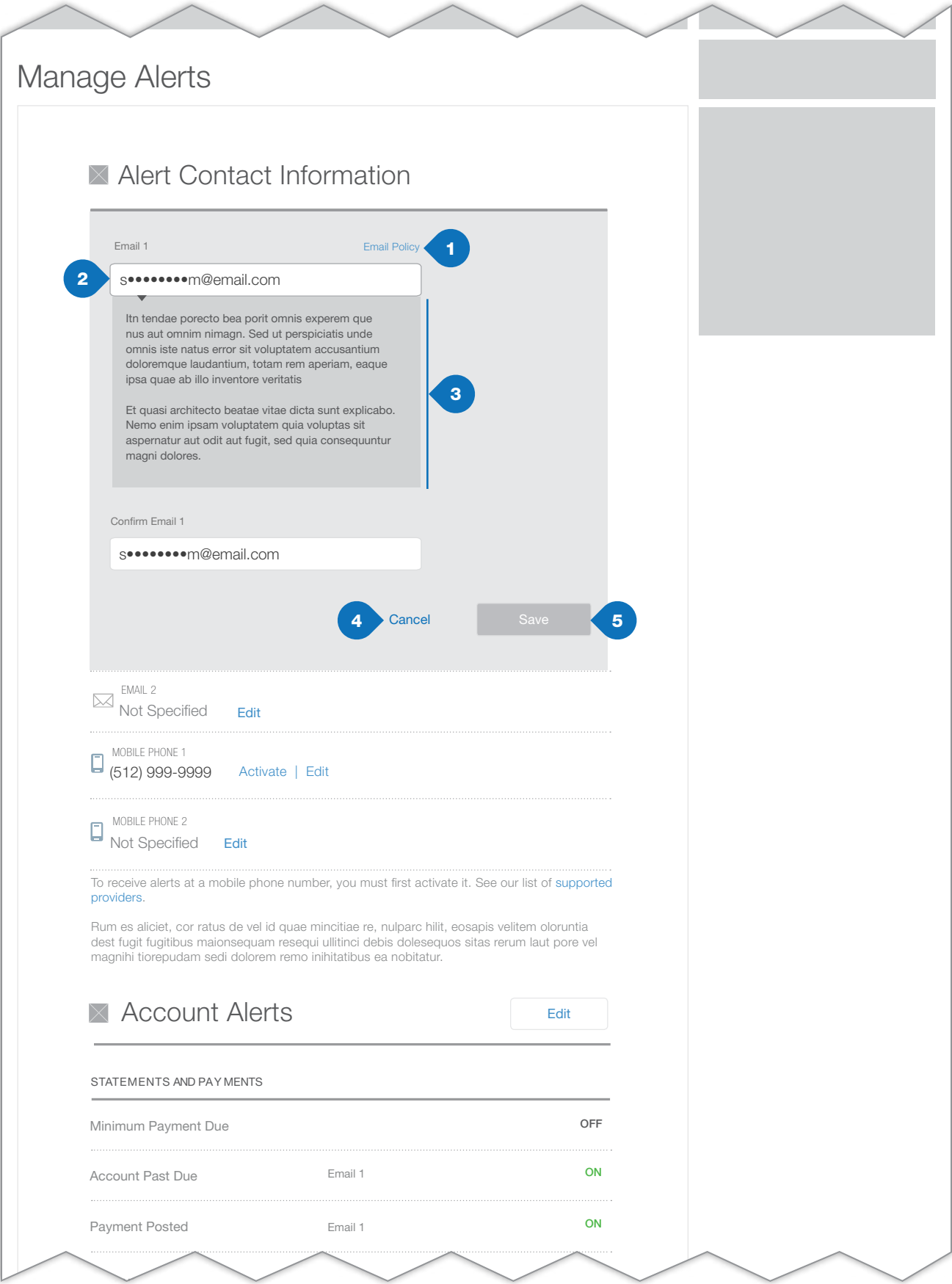
[Edit Account Alerts](#)

### Page Notes

Module Type: Transactional Module

This is the default view of the Alerts Module if user has already set account alerts. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframes: Alerts Module - Edit Email, Large View



Page Notes

Module Type: Transactional Module

This is the Edit Email view of the Alerts Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                  | Action                                                                                                                                                                                                                                                                                                                                                                                                                         | Notes                                                                                |
|-----|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 1   | Email Policy Link        | onClick displays the Email Policy content                                                                                                                                                                                                                                                                                                                                                                                      | See Wireframe: Content Modal Module, Large View                                      |
| 2   | Email Address Form Field | onClick activates the field and displays Email Field help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error                                                                                                                                                                                                                 | Conditional content. Pre-populates existing email in the Email Form fields.          |
| 3   | Email Field Help         | None                                                                                                                                                                                                                                                                                                                                                                                                                           | Field Help is only displayed when the user is active in the Email Address Form Field |
| 4   | Cancel Link              | onClick discards changes and displays the default state of the Alerts Module                                                                                                                                                                                                                                                                                                                                                   | See Wireframe: Alerts Module, Large View                                             |
| 5   | Save Button              | onClick checks the client-side data for any formatting errors, if an error is found then displays a form field error. If there are no formatting errors the data is submitted and saved. If the information could not be validated a module level error is displayed.<br><br>1. After the data is successfully validated displays the Confirmation Notification<br>2. If there is a system failure displays a page level error | 1) See Wireframe: Alerts Module - Confirm, Large View                                |

Manage Alerts

Alert Contact Information

EMAIL 1

Email Policy

s.....m@email.com

Evero minvellabori occupata tenita verspelesto dolest, que estem volore eatur remporum et late ipsam, se pre lam ernam ut velit et ratiosa volestoresti res.

Dolupta tessimus nullate ctectores venia simos essitatur ad et lam ium fugit occum voluptae essit, que id maiorepro velluptis etur, ad quis maio. Gendiciate odiorrum rescili quidemped quibus. Doluptat perores cillab ilis pra volorehenis con prernam etur, optatibus, ad quis dolupta.

CONFIRM EMAIL 1

s.....m@email.com

Save

Cancel

EMAIL 2

✉

Not Specified

Edit

MOBILE PHONE 1

📱

(512) 999-9999

Activate | Edit

MOBILE PHONE 2

📱

(512) 777-7777

Edit

Page Notes

Module Type: Transactional Module

This is the Edit Email view of the Alerts Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



Wireframe: Alerts Module - Edit Mobile Phone, Large View

Manage Alerts

Alert Contact Information

EMAIL 1

s••••••m@email.com

Edit

EMAIL 2

Not Specified

Edit

MOBILE PHONE 1

(512) 999-9999

Activate | Edit

Mobile Phone 2 (Optional)

1

Activate

2

3

Cancel

Save

4

To receive alerts at a mobile phone number, you must first activate it. See our list of [supported providers](#).

Rum es aliciet, cor ratus de vel id quae mincitiae re, nulparc hilit, eosapis velitem oloruntia dest fugit fugitibus maionsequam resequi ullitinci debis dolesequos sitas rerum laut pore vel magnihi tiorepudam sedi dolorem remo inihitibus ea nobitatur.

Account Alerts

Edit

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

Email 1

ON

Payment Posted

Email 1

ON

BALANCE AND CREDIT LIMIT

Spending Alert

Email 1  
Above \$150.00

ON

Current Balance

OFF

High Balance

Email 1  
Within \$50.00, Recurs Monthly

ON

Close to Credit Limit

OFF

Over Credit Limit

OFF

Page Notes

Module Type: Transactional Module

This is the Edit Phone view of the Alerts Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element          | Action                                                                                                                                                                                                                                                                                                                                                                                                                           | Notes                                                                                |
|-----|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 1   | Phone Form Field | 1. onClick activates the field and displays Mobile Phone Field help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error<br><br>2. Once a valid mobile phone is entered the Activate Button is enabled                                                                                                                           | Conditional content. Pre-populates existing phone whether phone is activated or not. |
| 2   | Activate Button  | onClick saves the phone number and displays Mobile Activation Modal                                                                                                                                                                                                                                                                                                                                                              | See Wireframe: Alerts Module - Send Code, Large View for details.                    |
| 3   | Cancel Link      | onClick discards changes and displays the default state of the Alerts Module                                                                                                                                                                                                                                                                                                                                                     | See Wireframe: Alerts Module, Large View                                             |
| 4   | Save Button      | onClick checks the client-side data for any formatting errors, if an error is found then displays a form field error. If there are no formatting errors the data is submitted and saved, if the information could not be validated a module level error is displayed<br><br>1. After the data is successfully validated display the Confirmation Notification<br><br>2. If there is a system failure displays a page level error | 1) See Wireframe: Alerts Module - Confirm, Large View                                |

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## Wireframes: Alerts Module - Edit Mobile Phone Variations

1

Activate

Mobile Phone - Empty

2

(512) 999-9999

Activate

Mobile Phone - Valid

3

5129999999@att.net

Activate

!

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed in condimentum diam. Mauris sit amet pulvinar sapien.

Mobile Phone - Invalid w/Error Message

### Page Notes

Guidelines for the Phone field is displayed when the user is in the Edit View and there is a mobile phone associated with the account. Content and interactions are consistent across all breakpoints.

### Interaction Notes

| Key | Element                                           | Action | Notes                                                                                              |
|-----|---------------------------------------------------|--------|----------------------------------------------------------------------------------------------------|
| 1   | Mobile Phone Form Field - Empty                   | None   | If entry field is empty, then the Activate Button is greyed out and inactive.                      |
| 2   | Mobile Phone Form Field - Valid                   | None   | If the user has input a valid phone number, then the Activate Button is active.                    |
| 3   | Mobile Phone Form Field - Invalid w/Error Message | None   | If the user enters a legacy mobile phone with @carrier, displays an error message below the field. |



Wireframes: Alerts Module - Edit Mobile Phone (Activate Enabled), Large View

Manage Alerts

Alert Contact Information

EMAIL 1

s•••••m@email.com

Edit

EMAIL 2

Not Specified

Edit

MOBILE PHONE 1

(512) 999-9999

Activate | Edit

Mobile Phone 2 (Optional)

(512) 777-7777

Activate

IhiciList, qui ut quam es am dis aboressit atem consendamet vide quidit qui am, illor am, net quam hitectiant quam qui dolor sum, consequi occatendis debitatem quam iunt fuga.

Incia velibus, solupta suntist mincotatem eruptatio estiunderio earci de plaborum quia quis dolupti anditat ianturibus molendaecum ent excesse quiassi menditatem voluptate delia dio. Fic te aut

Cancel

Save

To receive alerts at a mobile phone number, you must first activate it. See our list of supported providers.

Rum es aliciet, cor ratus de vel id quae mincitia re, nulparc hilit, eosapis velitem oloruntia dest fugit fugitibus maionsequam resequi ullitinci debis dolesequos sitas rerum laut pore vel magnihi tiorepudam sedi dolorem remo inihitatus ea nobitatur.

Account Alerts

Edit

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

Email 1

ON

Payment Posted

Email 1

ON

BALANCE AND CREDIT LIMIT

Spending Alert

Email 1  
Above \$150.00

ON

Current Balance

OFF

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Page Notes

Module Type: Transactional Module

This is the Edit Mobile Phone view of the Alerts Module with the Activate Button enabled. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                 | Action                                                                                                                                                                                                                                                                                                                                                                                                                           | Notes                                                             |
|-----|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| 1   | Phone Form Field        | 1. onClick displays edit field pre-filled with the phone number. Phone Field Help is displayed; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error<br><br>2. Once a valid mobile phone is entered the Activate Button is enabled                                                                                                | Conditional content. Pre-populates existing phone in the filed.   |
| 2   | Mobile Phone Field Help | None                                                                                                                                                                                                                                                                                                                                                                                                                             | Field Help is only displayed when the user is active in the field |
| 3   | Cancel Link             | onClick discards changes and displays the default state of the Alerts Module                                                                                                                                                                                                                                                                                                                                                     | See Wireframe: Alerts Module, Large View                          |
| 4   | Save Button             | onClick checks the client-side data for any formatting errors, if an error is found then displays a form field error. If there are no formatting errors the data is submitted and saved, if the information could not be validated a module level error is displayed<br><br>1. After the data is successfully validated display the Confirmation Notification<br><br>2. If there is a system failure displays a page level error | See Wireframe: Alerts Module - Confirm, Large View                |

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Wireframe: Alerts Module - Edit Mobile Phone (Activate Enabled), Extra Small View

Manage Alerts

Alert Contact Information

EMAIL 1

s●●●●●●m@email.com

Edit

EMAIL 2

Not Specified

Edit

MOBILE PHONE 1

(512) 999-9999

Activate | Edit

MOBILE PHONE 2 (OPTIONAL)

(512) 777-7777

ACTIVATE

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atem consendamet vide quidit qui am,  
illor am, net quam hitectiant quam  
qui dolor sum, consequi occatendis  
debitatem quam iunt fuga.

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quia quis dolupti anditat ianturibus  
molendaecum ent excesse quiassi  
menditatem voluptate delia dio. Fic te aut

Save

Cancel

To receive Alerts, please activate your mobile number. See our list of [supported providers](#).

Rum es aliciet, cor ratus de vel id quae  
mincitiag re, nulparc hjlit, eosapis velitem  
an, de, it f, hu, top, ap

Page Notes

Module Type: Transactional Module

This is the Edit Mobile Phone view of the Alerts Module with the Activate Button enabled. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframes: Alerts Module - Mobile Phone Activated, Large View

Manage Alerts

Alert Contact Information

EMAIL 1

s•••••m@email.com

Edit

EMAIL 2

Not Specified

Edit

MOBILE PHONE 1

(512) 999-9999

Activate | Edit

1

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn.

2

MOBILE PHONE 2

(512) 777-7777

Edit

To receive alerts at a mobile phone number, you must first activate it. See our list of [supported providers](#).

Rum es aliciet, cor ratus de vel id quae mincitia re, nulparc hilit, eosapis velitem oloruntia dest fugit fugitibus maionsequam resequi ullitinci debis dolesequos sitas rerum laut pore vel magnihi tiorepudam sedi dolorem remo inihitibus ea nobitatur.

Account Alerts

Cancel

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

ON

Send To

s•••••m@email.com

(512) 999-9999

(512) 777-7777

Payment Posted

ON

Send To

s•••••m@email.com

(512) 999-9999

(512) 777-7777

BALANCE AND CREDIT LIMIT

Spending Alert

ON

Above Amount

\$ 150.00

Page Notes

Module Type: Transactional Module

This is the Mobile Phone Activated view of the Alerts Module if user has already set account alerts. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action | Notes                                                                                                                                                                                                                            |
|-----|-----------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Section-Level Message       | None   | Conditional content. Displays message above the content of each section after changes are saved for that section. It remains until user clicks away or page refreshes. This behavior is common for all the drawers on this page. |
| 2   | Mobile Phone Activated Icon | None   | Icon changes to indicate that the mobile phone has been activated                                                                                                                                                                |

Wireframe: Alerts Module - Mobile Phone Activated, Extra Small View

Manage Alerts

Itn tendae porecto bea porit omnis  
experem que nus aut omnim  
nimagn.

Alert Contact  
Information

EMAIL 1

s●●●●●●m@email.com

Edit

EMAIL 2

Not Specified

Edit

MOBILE PHONE 1

(512) 999-9999

Activate | Edit

MOBILE PHONE 2

(512) 777-7777

Edit

To receive Alerts, please activate your mobile  
number. See our list of [supported providers](#).

Rum es aliciet, cor ratus de vel id quae  
mincitiae re, nulparc hilit, eosapis velitem  
oloruntia dest fugit fugitibus maionsequam  
resequi ullitinci debis dolesequos sitas rerum  
laut pore vel magnihi tiorepudam sedi dolorem  
remo inihitatibus ea nobitatur. Umqui dolo de  
non cum sandebiti tem.

Account Alerts

Edit

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

OFF

Account Alerts

Edit

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

OFF

Other Notifications

New Features and Updates

OFF

☒ Receive all daily alerts in  
one email

Edit Account Alerts

Page Notes

Module Type: Transactional Module

This is the Mobile Phone Activated view of the Alerts Module if user has already set account alerts. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

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885

Page Notes

This is the Edit Account Alerts view of the Alerts Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element          | Action                                                                      | Notes                                                                                                                                                                    |
|-----|------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Cancel Button    | onClick discards changes and displays the default view of the Alerts Module |                                                                                                                                                                          |
| 2   | Send To Checkbox | onClick selects the contact method for the alert                            | Multiple checkboxes can be selected for each alert                                                                                                                       |
| 3   | Save Button      | onClick saves changes and displays Confirmation Notification                | Conditional content. Button label is 'Authorize' if user is setting up alerts for the first time.<br><br>If the user navigates away, displays Cancel Confirmation Modal. |

Wireframe: Alerts Module - Edit Account Alerts, Extra Small View

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 mincitiae re, nulparc hilit, eosapis velitem  
 oloruntia dest fugit fugitibus maionsequam  
 resequi ullitinci debis dolesequos sitas rerum  
 laut pore vel magnihi tiorepudam sedi dolorem  
 remo inihitatibus ea nobitatur. Umqui dolo de  
 non cum sandebiti tem.

Account Alerts

Cancel

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

ON

Send To

s.....m@email.com

(512) 999-9999

(512) 777-7777

Payment Posted

ON

Send To

s.....m@email.com

(512) 999-9999

(512) 777-7777

BALANCE AND CREDIT LIMIT

Spending Alert

OFF

Current Balance

OFF

High Balance

OFF

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Account Past Due

ON

Send To

s.....m@email.com

(512) 999-9999

(512) 777-7777

Payment Posted

ON

Send To

s.....m@email.com

(512) 999-9999

(512) 777-7777

BALANCE AND CREDIT LIMIT

Spending Alert

OFF

Current Balance

OFF

High Balance

OFF

Close to Credit Limit

OFF

Over Credit Limit

OFF

OTHER NOTIFICATIONS

New Features and Updates

OFF

✓

Receive all daily alerts in one email

Save

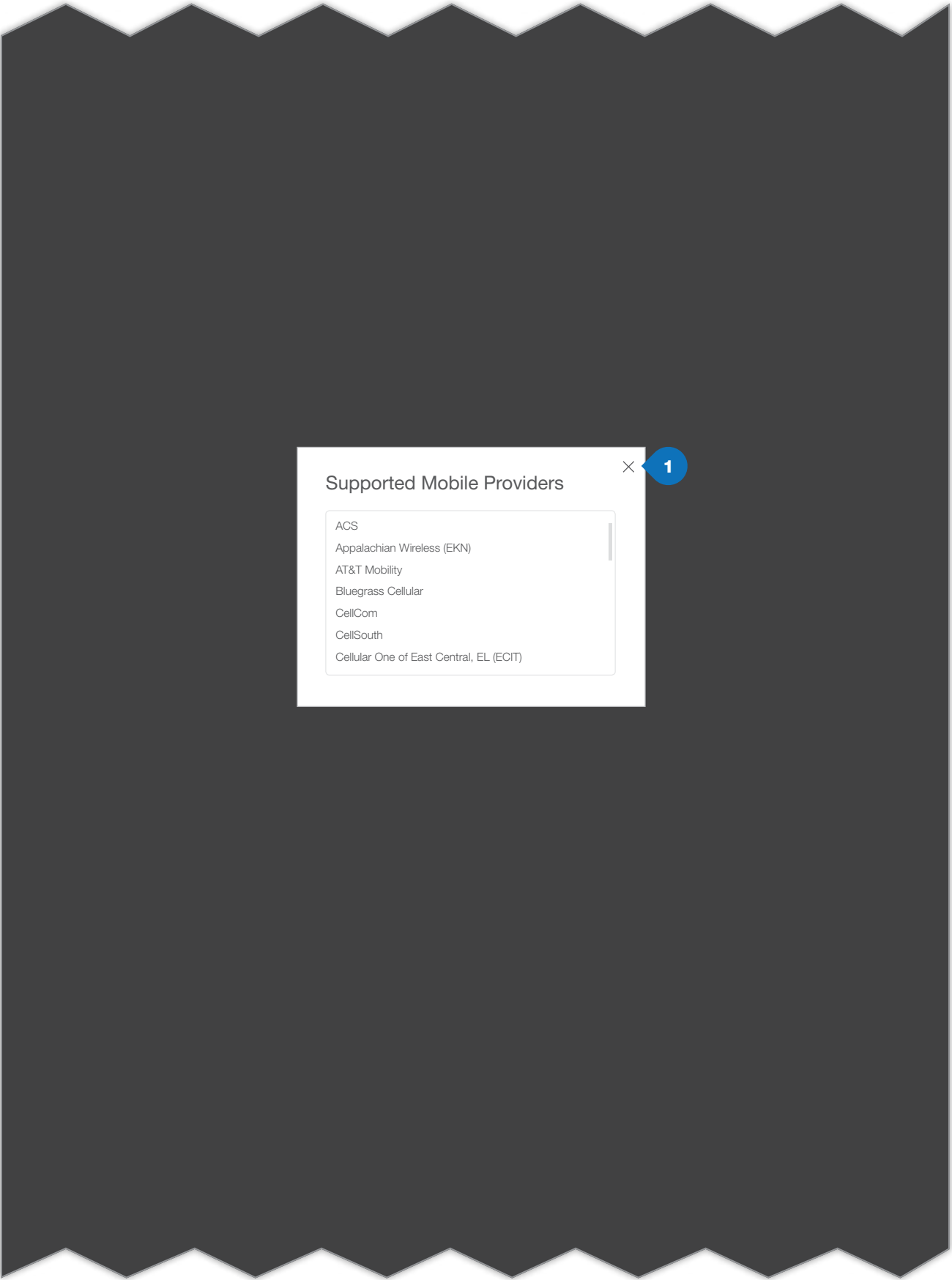
Page Notes

Module Type: Transactional Module

This is the Edit Account Alerts view of the Alerts Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



# Wireframes: Alerts Module - Supported Providers Modal, Large View



## Page Notes

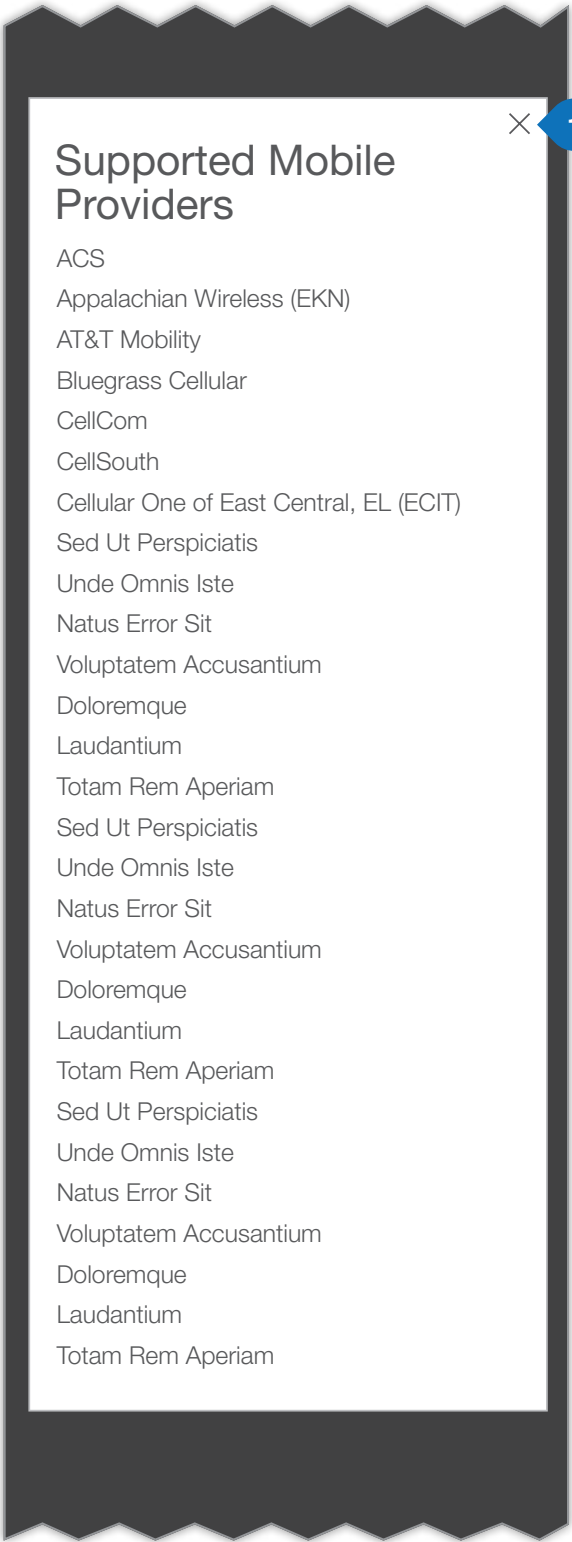
Module Type: Transactional Module

This is the Supported Providers Modal view of the Alerts Module. Content and interactions are consistent in Medium, Large, and Extra Large views. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element    | Action                                               | Notes |
|-----|------------|------------------------------------------------------|-------|
| 1   | “X” Button | onClick dismisses modal and displays the source page |       |

Wireframe: Alerts Module - Supported Providers Modal, Extra Small View



Page Notes

Module Type: Transactional Module

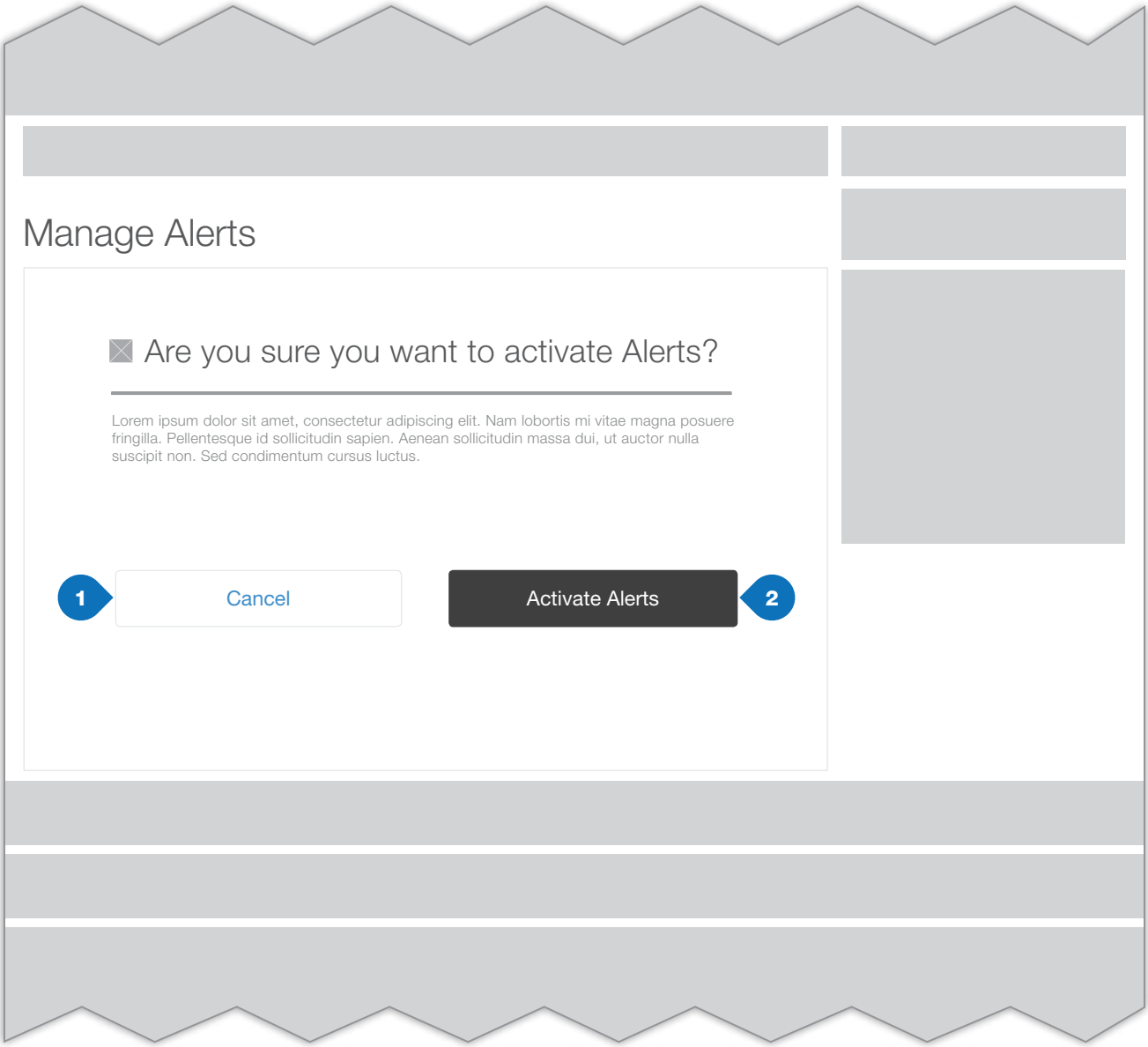
This is the Supported Providers Modal view of the Alerts Module. Content and interactions are consistent in Small and Extra Small view. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element    | Action                                               | Notes |
|-----|------------|------------------------------------------------------|-------|
| 1   | “X” Button | onClick dismisses modal and displays the source page |       |



## Wireframe: Alerts Module - Suspended Alerts Takeover, Large View



### Page Notes

Module Type: Transactional Module

This is the default view of the Alerts Module if user has previously suspended Alerts. If user returns to the page prior to activating alerts, they will continue to be served the takeover message until Alerts are activated.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

### Interaction Notes

| Key | Element                | Action                                                                              | Notes |
|-----|------------------------|-------------------------------------------------------------------------------------|-------|
| 1   | Cancel Button          | onClick cancels alert activation and returns user Alerts Module in the static state |       |
| 2   | Activate Alerts Button | onClick changes alert settings to their original state prior to being suspended     |       |

| FUSION: ALERTS MODULE, PAGE TITLE |   |   |                  |                                                                         |                                                                                     |                                      |                 |                |                          |        |                                                                                                                  |
|-----------------------------------|---|---|------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------|-----------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------|
| D                                 | T | M | ELEMENT          | COPY                                                                    | COPY (SPANISH)                                                                      | ADA                                  | ADA (SPANISH)   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                            |
|                                   |   |   | Heading          | Link a Card                                                             | Vincular una tarjeta                                                                |                                      |                 |                |                          |        | Implement as Page title module. Appears if the user enters Alerts indirectly through the card linking flow       |
|                                   |   |   | Heading          | Manage Alerts                                                           | Manejar mensajes de alerta                                                          |                                      |                 |                |                          |        | Implement as Page title module. Appears if the user enters Alerts directly through their online account          |
| FUSION: ALERTS MODULE             |   |   |                  |                                                                         |                                                                                     |                                      |                 |                |                          |        |                                                                                                                  |
| D                                 | T | M | ELEMENT          | COPY                                                                    | COPY (SPANISH)                                                                      | ADA                                  | ADA (SPANISH)   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                            |
|                                   |   |   | Heading          | Alert Contact Information                                               | Información de contacto para mensajes de alerta                                     |                                      |                 |                |                          |        | Element should be implemented as Page Title module                                                               |
|                                   |   |   | Conditional Copy | You've saved your contact information.                                  | Has guardado tu información de contacto.                                            |                                      |                 |                |                          |        | Confirmation message.<br><br>Appears if user successfully saves changes                                          |
|                                   |   |   | Conditional Copy | You've activated your mobile number for alerts.                         | Has activado tu número de teléfono móvil para mensajes de alerta.                   |                                      |                 |                |                          |        | Confirmation message.<br><br>Appears if user has activated a mobile number for alerts                            |
|                                   |   |   | Conditional Copy | You've activated your mobile number and saved your contact information. | Has activado tu número de teléfono móvil y has guardado tu información de contacto. |                                      |                 |                |                          |        | Confirmation message.<br><br>Appears if user successfully saves changes and activated a mobile number for alerts |
|                                   |   |   | Field Label      | EMAIL 1                                                                 | EMAIL 1                                                                             |                                      |                 |                |                          |        |                                                                                                                  |
|                                   |   |   | Image            | (Email Icon)                                                            |                                                                                     | Decorative Image, no alt tag needed. |                 |                |                          |        |                                                                                                                  |
|                                   |   |   | Dynamic Text     | [j●●●●s@gmail.com]                                                      |                                                                                     |                                      |                 |                |                          |        | Dynamic text, display user's email address                                                                       |
|                                   |   |   | Text             | Not Specified                                                           | No especificado                                                                     |                                      |                 |                |                          |        | Conditional content. Appears when the user does not have an email address on file.                               |
|                                   |   |   | Link             | Edit                                                                    | Editar                                                                              | Edit Email 1.                        | Editar email 1. |                |                          |        |                                                                                                                  |

|  |  |  |                  |                                                                         |                                                                                     |                                      |                 |  |  |  |                                                                                                                  |
|--|--|--|------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------|-----------------|--|--|--|------------------------------------------------------------------------------------------------------------------|
|  |  |  | Conditional Copy | You've saved your contact information.                                  | Has guardado tu información de contacto.                                            |                                      |                 |  |  |  | Confirmation message.<br><br>Appears if user successfully saves changes                                          |
|  |  |  | Conditional Copy | You've activated your mobile number for alerts.                         | Has activado tu número de teléfono móvil para mensajes de alerta.                   |                                      |                 |  |  |  | Confirmation message.<br><br>Appears if user has activated a mobile number for alerts                            |
|  |  |  | Conditional Copy | You've activated your mobile number and saved your contact information. | Has activado tu número de teléfono móvil y has guardado tu información de contacto. |                                      |                 |  |  |  | Confirmation message.<br><br>Appears if user successfully saves changes and activated a mobile number for alerts |
|  |  |  | Field Label      | EMAIL 2                                                                 | EMAIL 2                                                                             |                                      |                 |  |  |  |                                                                                                                  |
|  |  |  | Image            | (Email Icon)                                                            |                                                                                     | Decorative Image, no alt tag needed. |                 |  |  |  |                                                                                                                  |
|  |  |  | Dynamic Text     | [j●●●●s@gmail.com]                                                      |                                                                                     |                                      |                 |  |  |  | Dynamic text, display user's email address                                                                       |
|  |  |  | Text             | Not Specified                                                           | No especificado                                                                     |                                      |                 |  |  |  | Conditional content.<br>Appears when the user does now have an email address on file.                            |
|  |  |  | Link             | <a href="#">Edit</a>                                                    | <a href="#">Editar</a>                                                              | Edit Email 2.                        | Editar email 2. |  |  |  |                                                                                                                  |
|  |  |  | Conditional Copy | You've saved your contact information.                                  | Has guardado tu información de contacto.                                            |                                      |                 |  |  |  | Confirmation message.<br><br>Appears if user successfully saves changes                                          |
|  |  |  | Conditional Copy | You've activated your mobile number for alerts.                         | Has activado tu número de teléfono móvil para mensajes de alerta.                   |                                      |                 |  |  |  | Confirmation message.<br><br>Appears if user has activated a mobile number for alerts                            |
|  |  |  | Conditional Copy | You've activated your mobile number and saved your contact information. | Has activado tu número de teléfono móvil y has guardado tu información de contacto. |                                      |                 |  |  |  | Confirmation message.<br><br>Appears if user successfully saves changes and activated a mobile number for alerts |
|  |  |  | Field Label      | MOBILE PHONE 1                                                          | TELÉFONO MÓVIL 1                                                                    |                                      |                 |  |  |  |                                                                                                                  |
|  |  |  | Image            | (Phone Icon)                                                            |                                                                                     | Decorative Image, no alt tag needed. |                 |  |  |  |                                                                                                                  |

|  |  |  |                  |                                                                         |                                                                                     |                                      |                           |  |  |  |                                                                                                           |
|--|--|--|------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------|---------------------------|--|--|--|-----------------------------------------------------------------------------------------------------------|
|  |  |  | Dynamic Data     | [XXX-XXX-XXXX]                                                          |                                                                                     |                                      |                           |  |  |  | Dynamic data, display user's phone number                                                                 |
|  |  |  | Text             | Not Specified                                                           | No especificado                                                                     |                                      |                           |  |  |  | Conditional content. Appears when the user does now have an email address on file.                        |
|  |  |  | Link             | Activate                                                                | Activar                                                                             | Activate Mobile Phone 1.             | Activar teléfono móvil 1. |  |  |  |                                                                                                           |
|  |  |  | Link             | Edit                                                                    | Editar                                                                              | Edit Mobile Phone 1.                 | Editar teléfono móvil 1.  |  |  |  |                                                                                                           |
|  |  |  | Conditional Copy | You've saved your contact information.                                  | Has guardado tu información de contacto.                                            |                                      |                           |  |  |  | Confirmation message.<br><br>Appears if user successfully saves changes                                   |
|  |  |  | Conditional Copy | You've activated your mobile number for alerts.                         | Has activado tu número de teléfono móvil para mensajes de alerta.                   |                                      |                           |  |  |  | Confirmation message.<br><br>Appears if user has activated a mobile number for alerts                     |
|  |  |  | Conditional Copy | You've activated your mobile number and saved your contact information. | Has activado tu número de teléfono móvil y has guardado tu información de contacto. |                                      |                           |  |  |  | Confirmation message. Appears if user successfully saves changes and activated a mobile number for alerts |
|  |  |  | Field Label      | MOBILE PHONE 2                                                          | TELÉFONO MÓVIL 2                                                                    |                                      |                           |  |  |  |                                                                                                           |
|  |  |  | Image            | (Phone Icon)                                                            |                                                                                     | Decorative Image, no alt tag needed. |                           |  |  |  |                                                                                                           |
|  |  |  | Dynamic Data     | [XXX-XXX-XXXX]                                                          |                                                                                     |                                      |                           |  |  |  | Dynamic text, display user's phone number                                                                 |
|  |  |  | Text             | Not Specified                                                           | No especificado                                                                     |                                      |                           |  |  |  | Conditional content. Appears when the user does now have an email address on file.                        |
|  |  |  | Link             | Activate                                                                | Activar                                                                             | Activate Mobile Phone 2.             | Activar teléfono móvil 2. |  |  |  |                                                                                                           |
|  |  |  | Link             | Edit                                                                    | Editar                                                                              | Edit Mobile Phone 2.                 | Editar teléfono móvil 2.  |  |  |  |                                                                                                           |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                              |                                                                  |  |  |  |                                                                                                                                                                       |
|--|--|--|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------------------|--|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Text    | <p>To receive Alerts, please activate your mobile number. See our list of supported providers.</p> <p>By choosing Alert settings, you'll receive Alerts from [Partner Name]. Upon activation, you will also be enrolled to receive Minimum Payment Due alerts. Message and data rates may apply, and message frequency varies by settings. To stop Alerts or receive help, text STOP or HELP to [XXXXXX].</p> | <p>Para recibir Mensajes de alerta, activa tu número de teléfono móvil. Consulta nuestra lista de proveedores admitidos.</p> <p>Al seleccionar la configuración de Mensajes de alerta, usted recibirá Mensajes de alerta de [nombre del socio]. Una vez realizada la activación, también quedará inscrito para recibir mensajes de alerta de Pago Mínimo Adeudado. Pueden aplicarse tarifas por mensajes y datos, y la frecuencia de los mensajes varía según la configuración. Para dejar de recibir Mensajes de alerta o para obtener ayuda, envíe un mensaje con el texto STOP (Detener) o HELP (Ayuda) al [XXXXXX].</p> |                              |                                                                  |  |  |  |                                                                                                                                                                       |
|  |  |  | Heading | Account Alerts                                                                                                                                                                                                                                                                                                                                                                                                | Mensajes de alerta sobre la cuenta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                              |                                                                  |  |  |  |                                                                                                                                                                       |
|  |  |  | Button  | Edit                                                                                                                                                                                                                                                                                                                                                                                                          | Editar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Edit account alert settings. | Editar las configuraciones de mensaje de alerta sobre tu cuenta. |  |  |  | <p>Appears if the user has contact information on file and has previously set up alerts.</p> <p>No button appears if the user has no contact information on file.</p> |
|  |  |  | Button  | Set Up                                                                                                                                                                                                                                                                                                                                                                                                        | Configurar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Set up account alert.        | Configurar mensajes de alerta sobre la cuenta.                   |  |  |  | <p>Appears if the user has contact information on file and has not set up alerts.</p> <p>No button appears if the user has no contact information on file.</p>        |
|  |  |  | Copy    | You've successfully set up your Account Alerts.                                                                                                                                                                                                                                                                                                                                                               | Has configurado con éxito tus Mensajes de alerta sobre la cuenta.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                              |                                                                  |  |  |  | <p>Confirmation message.</p> <p>Appears if user successfully saves changes to Account Alerts upon initial setup</p>                                                   |

|  |  |  |              |                                                    |                                                                   |                                               |                                                  |  |  |  |                                                                                                                          |
|--|--|--|--------------|----------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------|--------------------------------------------------|--|--|--|--------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Copy         | You've successfully updated your Account Alerts.   | Has actualizado con éxito tus Mensajes de alerta sobre la cuenta. |                                               |                                                  |  |  |  | Confirmation message.<br><br>Appears if user successfully saves changes to Account Alerts when editing existing settings |
|  |  |  | Heading      | STATEMENTS AND PAYMENTS                            | ESTADOS DE CUENTA Y PAGOS                                         |                                               |                                                  |  |  |  |                                                                                                                          |
|  |  |  | Text         | Minimum Payment Due                                | Pago Mínimo Adeudado                                              | Send an alert when my minimum payment is due. | Enviar una alerta cuando venza mi pago mínimo.   |  |  |  |                                                                                                                          |
|  |  |  | Dynamic Data | [ON, OFF]                                          | [ACTIVADO, DESACTIVADO]                                           |                                               |                                                  |  |  |  |                                                                                                                          |
|  |  |  | Dynamic Data | [Mobile Phone 1, Email 1, Mobile Phone 2, Email 2] | [Teléfono móvil 1, Email 1, Teléfono móvil 2, Email 2]            |                                               |                                                  |  |  |  | If this alert is on, data is dynamically included based on which checkboxes from the dropdown have been selected         |
|  |  |  | Text         | Account Past Due                                   | Cuenta Vencida                                                    | Send an alert when my account is past due.    | Enviar una alerta cuando mi cuenta esté vencida. |  |  |  |                                                                                                                          |
|  |  |  | Dynamic Data | [ON, OFF]                                          | [ACTIVADO, DESACTIVADO]                                           |                                               |                                                  |  |  |  |                                                                                                                          |
|  |  |  | Dynamic Data | [Mobile Phone 1, Email 1, Mobile Phone 2, Email 2] | [Teléfono móvil 1, Email 1, Teléfono móvil 2, Email 2]            |                                               |                                                  |  |  |  | If this alert is on, data is dynamically included based on which checkboxes from the dropdown have been selected         |
|  |  |  | Text         | Payment Posted                                     | Pago Registrado                                                   | Send an alert when my payment posts.          | Envíenme una alerta cuando se registre mi pago.  |  |  |  |                                                                                                                          |
|  |  |  | Dynamic Data | [ON, OFF]                                          | [ACTIVADO, DESACTIVADO]                                           |                                               |                                                  |  |  |  |                                                                                                                          |
|  |  |  | Dynamic Data | [Mobile Phone 1, Email 1, Mobile Phone 2, Email 2] | [Teléfono móvil 1, Email 1, Teléfono móvil 2, Email 2]            |                                               |                                                  |  |  |  | If this alert is on, data is dynamically included based on which checkboxes from the dropdown have been selected         |
|  |  |  | Heading      | BALANCE AND CREDIT LIMIT                           | SALDO Y LÍMITE DE CRÉDITO                                         |                                               |                                                  |  |  |  |                                                                                                                          |



|  |  |  |              |                                                    |                                                        |                                                                 |                                                                                           |  |  |  |                                                                                                                |
|--|--|--|--------------|----------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------|--|--|--|----------------------------------------------------------------------------------------------------------------|
|  |  |  | Text         | Spending Alert                                     | Alerta de gastos                                       | Send an alert when a transaction is above the amount I specify. | Envíenme una alerta cuando una transacción esté por encima del monto que he especificado. |  |  |  | Conditional text. Does not display for cobranded accounts                                                      |
|  |  |  | Dynamic Data | [ON, OFF]                                          | [ACTIVADO, DESACTIVADO]                                |                                                                 |                                                                                           |  |  |  |                                                                                                                |
|  |  |  | Dynamic Data | [Mobile Phone 1, Email 1, Mobile Phone 2, Email 2] | [Teléfono móvil 1, Email 1, Teléfono móvil 2, Email 2] |                                                                 |                                                                                           |  |  |  | If this alert is on, data is dynamically included based on which checkboxes from the button have been selected |
|  |  |  | Dynamic Data | Above \$[XXX,XXX.XX]                               | Por encima de \$[XXX,XXX.XX]                           |                                                                 |                                                                                           |  |  |  | If this alert is on, data is dynamically included based on Above Amount value user entered                     |
|  |  |  | Text         | Current Balance                                    | Saldo Actual                                           | Send an alert with my Current Balance.                          | Enviar una alerta con mi Saldo actual                                                     |  |  |  |                                                                                                                |
|  |  |  | Dynamic Data | [ON, OFF]                                          | [ACTIVADO, DESACTIVADO]                                |                                                                 |                                                                                           |  |  |  |                                                                                                                |
|  |  |  | Dynamic Data | [Mobile Phone 1, Email 1, Mobile Phone 2, Email 2] | [Teléfono móvil 1, Email 1, Teléfono móvil 2, Email 2] |                                                                 |                                                                                           |  |  |  | If this alert is on, data is dynamically included based on which button have been selected                     |
|  |  |  | Dynamic Data | Rekurs [Monthly, Weekly, Daily]                    | Recurrente [Mensual, Semanal, Diario]                  |                                                                 |                                                                                           |  |  |  | If this alert is on, data is dynamically included based on How Often value user entered                        |
|  |  |  | Text         | High Balance                                       | Saldo Alto                                             | Send an alert when my balance is high.                          | Envíenme una alerta cuando mi saldo sea alto.                                             |  |  |  |                                                                                                                |
|  |  |  | Dynamic Data | [ON, OFF]                                          | [ACTIVADO, DESACTIVADO]                                |                                                                 |                                                                                           |  |  |  |                                                                                                                |
|  |  |  | Dynamic Data | [Mobile Phone 1, Email 1, Mobile Phone 2, Email 2] | [Teléfono móvil 1, Email 1, Teléfono móvil 2, Email 2] |                                                                 |                                                                                           |  |  |  | If this alert is on, data is dynamically included based on which button have been selected                     |
|  |  |  | Dynamic Data | Above \$[XXX,XXX.XX]                               | Por encima de \$[XXX,XXX.XX]                           |                                                                 |                                                                                           |  |  |  | If this alert is on, data is dynamically included based on Above Amount value user entered                     |

|  |  |  |              |                                                    |                                                        |                                                   |                                                                  |  |  |  |                                                                                             |
|--|--|--|--------------|----------------------------------------------------|--------------------------------------------------------|---------------------------------------------------|------------------------------------------------------------------|--|--|--|---------------------------------------------------------------------------------------------|
|  |  |  | Dynamic Data | Rekurs [Monthly, Weekly, Daily]                    | Recurrente [Mensual, Semanal, Diario]                  |                                                   |                                                                  |  |  |  | If this alert is on, data is dynamically included based on How Often value user entered     |
|  |  |  | Text         | Close to Credit Limit                              | Cerca de mi Límite de Crédito                          | Send an alert when I am close to my credit limit. | Envíenme una alerta cuando esté cerca de mi límite de crédito.   |  |  |  |                                                                                             |
|  |  |  | Dynamic Data | [ON, OFF]                                          | [ACTIVADO, DESACTIVADO]                                |                                                   |                                                                  |  |  |  |                                                                                             |
|  |  |  | Dynamic Data | [Mobile Phone 1, Email 1, Mobile Phone 2, Email 2] | [Teléfono móvil 1, Email 1, Teléfono móvil 2, Email 2] |                                                   |                                                                  |  |  |  | If this alert is on, data is dynamically included based on which button have been selected  |
|  |  |  | Dynamic Data | Within \$[XXX,XXX.XX]                              | Dentro de \$[XXX,XXX.XX]                               |                                                   |                                                                  |  |  |  | If this alert is on, data is dynamically included based on Within Amount value user entered |
|  |  |  | Dynamic Data | Rekurs [Monthly, Weekly, Daily]                    | Recurrente [Mensual, Semanal, Diario]                  |                                                   |                                                                  |  |  |  | If this alert is on, data is dynamically included based on How Often value user entered     |
|  |  |  | Text         | Over Credit Limit                                  | Excede el Límite de Crédito                            | Send an alert when I am over my credit limit.     | Envíenme una alerta cuando sobrepase mi límite de crédito.       |  |  |  |                                                                                             |
|  |  |  | Dynamic Data | [ON, OFF]                                          | [ACTIVADO, DESACTIVADO]                                |                                                   |                                                                  |  |  |  |                                                                                             |
|  |  |  | Dynamic Data | [Mobile Phone 1, Email 1, Mobile Phone 2, Email 2] | [Teléfono móvil 1, Email 1, Teléfono móvil 2, Email 2] |                                                   |                                                                  |  |  |  | If this alert is on, data is dynamically included based on which button have been selected  |
|  |  |  | Dynamic Data | Rekurs [Monthly, Weekly, Daily]                    | Recurrente [Mensual, Semanal, Diario]                  |                                                   |                                                                  |  |  |  | If this alert is on, data is dynamically included based on How Often value user entered     |
|  |  |  | Heading      | OTHER NOTIFICATIONS                                | OTRAS NOTIFICACIONES                                   |                                                   |                                                                  |  |  |  |                                                                                             |
|  |  |  | Text         | New Features and Updates                           | Nuevas Características y Actualizaciones               | Send alerts about new features and updates.       | Envíenme alertas sobre nuevas características y actualizaciones. |  |  |  |                                                                                             |
|  |  |  | Dynamic Data | [ON, OFF]                                          | [ACTIVADO, DESACTIVADO]                                |                                                   |                                                                  |  |  |  |                                                                                             |



|                                                  |   |   | Dynamic Data | [Mobile Phone 1, Email 1, Mobile Phone 2, Email 2] | [Teléfono móvil 1, Email 1, Teléfono móvil 2, Email 2] |     |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        | If this alert is on, data is dynamically included based on which button have been selected |
|--------------------------------------------------|---|---|--------------|----------------------------------------------------|--------------------------------------------------------|-----|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------------------------------------------------|
|                                                  |   |   | Checkbox     | Receive all daily alerts in one email              | Recibir todas las alertas diarias en un Email          |     |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                                            |
|                                                  |   |   | Button       | Edit Account Alerts                                | Editar Mensajes de Alerta sobre tu Cuenta              |     |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                                            |
|                                                  |   |   | Button       | Set Up Account Alerts                              | Configurar mensajes de alerta sobre la cuenta          |     |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                                            |
| FUSION: ALERTS CONTACT INFORMATION, EDIT EMAIL 1 |   |   |              |                                                    |                                                        |     |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                                            |
| D                                                | T | M | ELEMENT      | COPY                                               | COPY (SPANISH)                                         | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CMS ID | NOTES                                                                                      |
|                                                  |   |   | Field Label  | Email 1                                            | Email 1                                                |     |               | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br>Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters on a device that fails to enforce the field's maxlength attribute:<br><br>The Email Address you enter must be less than 50 characters. Please try a different Email Address.<br><br>If Email 2 matches Email 1:<br><br>Email 2 must be different from Email 1. Please enter a different email address. | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters on a device that fails to enforce the field's maxlength attribute:<br><br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente.<br><br>If Email 2 matches Email 1:<br><br>El email 2 debe ser diferente del email 1. Ingresa una dirección de email diferente. |        | Appears if the user does not have an Email Address on file, or if they click Change        |
|                                                  |   |   | Link         | Email Policy                                       | Normas sobre el Email                                  |     |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        | Appears if the user does not have an Email Address on file, or if they click Change        |

|  |  |  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  |                                                                                     |
|--|--|--|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------|
|  |  |  | Field Help<br>Text | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales.                                                                                                                                                                                                                         | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas.                                                                                                                                                                                                                                                        |  |  |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  | This field help is associated with the field if Email 1 is not on file              |
|  |  |  | Field Help<br>Text | <p>This is the primary email address on your account. If you change it, your new email address will be used for other account services, such as Paperless Statements and Letters, and other account updates.</p> <p>If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales.</p> | <p>Esta es la dirección de email principal en su cuenta. Si la cambia, su nueva dirección de email se utilizará para otros servicios de la cuenta, como los programas Paperless Statements y Letters, y otras actualizaciones de la cuenta.</p> <p>Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas.</p> |  |  |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  | This field help is associated with the field if user clicks Change                  |
|  |  |  | Field Label        | Confirm Email 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Confirmar email 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br><br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com. |  | Appears if the user does not have an Email Address on file, or if they click Change |

|                                                  |   |   | Text/Link   | By clicking save, you agree to the <a href="#">Terms and Conditions</a> .                                                                                                                                                                                                                                                    | Al hacer clic en guardar, usted acepta los <a href="#">Términos y Condiciones</a> .                                                                                                                                                                                                                                                                                                                 |                            |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                       |
|--------------------------------------------------|---|---|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------|
|                                                  |   |   | Button      | <a href="#">Save</a>                                                                                                                                                                                                                                                                                                         | <a href="#">Guardar</a>                                                                                                                                                                                                                                                                                                                                                                             | Save changes to Email 1.   | Guardar cambios al email 1.  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                       |
|                                                  |   |   | Button      | <a href="#">Cancel</a>                                                                                                                                                                                                                                                                                                       | <a href="#">Cancelar</a>                                                                                                                                                                                                                                                                                                                                                                            | Cancel changes to Email 1. | Cancelar cambios al email 1. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                       |
| FUSION: ALERTS CONTACT INFORMATION, EDIT EMAIL 2 |   |   |             |                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                     |                            |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |                       |
| D                                                | T | M | ELEMENT     | COPY                                                                                                                                                                                                                                                                                                                         | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                      | ADA                        | ADA (SPANISH)                | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | CMS ID | NOTES                 |
|                                                  |   |   | Field Label | Email 2                                                                                                                                                                                                                                                                                                                      | Email 2                                                                                                                                                                                                                                                                                                                                                                                             |                            |                              | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br><a href="#">Please enter your Email Address in the following format: user@domain.com.</a><br><br>If user enters more than 50 characters:<br><br><a href="#">The Email Address you enter must be less than 50 characters. Please try a different Email Address.</a><br><br>If Email 2 matches Email 1:<br><br><a href="#">Email 2 must be different from Email 1. Please enter a different email address.</a> | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br><a href="#">Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.</a><br><br>If user enters more than 50 characters:<br><a href="#">La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente.</a><br><br>If Email 2 matches Email 1:<br><br><a href="#">El email 2 debe ser diferente del email 1. Ingresa una dirección de email diferente.</a> |        |                       |
|                                                  |   |   | Link        | <a href="#">Email Policy</a>                                                                                                                                                                                                                                                                                                 | <a href="#">Normas sobre el Email</a>                                                                                                                                                                                                                                                                                                                                                               |                            |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        | Links to Policy modal |
|                                                  |   |   | Text        | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to <a href="#">[partner name]</a> which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a <a href="#">[Nombre del Socio]</a> , quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                            |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        | Field help text       |

|                                                         |   |   | Field Label | Confirm Email 2                                                           | Confirmar email 2                                                                   |                            |                              | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br><br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: |        |                               |
|---------------------------------------------------------|---|---|-------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------|
|                                                         |   |   | Text/Link   | By clicking save, you agree to the <a href="#">Terms and Conditions</a> . | Al hacer clic en guardar, usted acepta los <a href="#">Términos y Condiciones</a> . |                            |                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                            |        |                               |
|                                                         |   |   | Button      | <a href="#">Save</a>                                                      | <a href="#">Guardar</a>                                                             | Save changes to Email 2.   | Guardar cambios al email 2.  |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                            |        |                               |
|                                                         |   |   | Button      | <a href="#">Cancel</a>                                                    | <a href="#">Cancelar</a>                                                            | Cancel changes to Email 2. | Cancelar cambios al email 2. |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                            |        |                               |
| FUSION: ALERTS CONTACT INFORMATION, EDIT MOBILE PHONE 1 |   |   |             |                                                                           |                                                                                     |                            |                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                            |        |                               |
| D                                                       | T | M | ELEMENT     | COPY                                                                      | COPY (SPANISH)                                                                      | ADA                        | ADA (SPANISH)                | ERROR MESSAGES                                                                                                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                   | CMS ID | NOTES                         |
|                                                         |   |   | Field Label | Mobile Phone 1 (Optional)                                                 | Teléfono móvil 1 (opcional)                                                         |                            |                              | Client-Side Error [Field Level]:<br>If invalid data entry:<br>Please enter a valid 10-digit Mobile Phone Number.<br><br>If Mobile Phone 2 matches Mobile Phone 1:<br><br>Mobile Phone 2 must be different from Mobile Phone 1. Please enter a different phone number.                    | Errores por parte del cliente:<br>Si el ingreso de datos es inválido:<br>Ingresa un Número de Teléfono Móvil válido de 10 dígitos.<br><br>If Mobile Phone 2 matches Mobile Phone 1:<br><br>El teléfono móvil 2 debe ser diferente del teléfono móvil 1. Ingresa un número de teléfono diferente.           |        |                               |
|                                                         |   |   | Field       | [XXX-XXX-XXXX]                                                            |                                                                                     |                            |                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                            |        | Appears if user clicks Change |

|  |  |  |                 |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                              |                                   |                                       |  |  |  |                                                                                  |
|--|--|--|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------------|--|--|--|----------------------------------------------------------------------------------|
|  |  |  | Field Help Text | By giving us a cell number or a number later converted to a cell number, you agree that we or our service providers can contact you at that number by autodialer, recorded or artificial voice, or a text. Your phone plan charges may apply. | Al darnos un número de teléfono celular o un número que posteriormente convierta en un número de teléfono celular, usted acepta que nosotros o nuestros proveedores de servicios podemos llamarle a ese número utilizando un marcador automático, un mensaje pregrabado, voz artificial, o mensaje de texto. Pueden aplicarse cargos de su plan de teléfono. |                                   |                                       |  |  |  |                                                                                  |
|  |  |  | Dynamic Button  | Activate                                                                                                                                                                                                                                      | Activar                                                                                                                                                                                                                                                                                                                                                      | Activate Mobile Phone 1.          | Activar teléfono móvil 1.             |  |  |  | Appears if Phone 1 has not been activated                                        |
|  |  |  | Dynamic Copy    | To activate your number for alerts, please provide a standard 10-digit phone number with only numeric characters. Your current phone number contains letters and special characters.                                                          | Para activar tu número para recibir mensajes de alerta, proporciona un número de teléfono de 10 dígitos estándar con caracteres numéricos solamente. Tu actual número de teléfono contiene letras y caracteres especiales.                                                                                                                                   |                                   |                                       |  |  |  | Appears if the user's phone number is in the following format: "user@domain.com" |
|  |  |  | Text/Link       | By clicking save, you agree to the <a href="#">Terms and Conditions</a> .                                                                                                                                                                     | Al hacer clic en guardar, usted acepta los <a href="#">Términos y Condiciones</a> .                                                                                                                                                                                                                                                                          |                                   |                                       |  |  |  |                                                                                  |
|  |  |  | Button          | <a href="#">Save</a>                                                                                                                                                                                                                          | <a href="#">Guardar</a>                                                                                                                                                                                                                                                                                                                                      | Save changes to Mobile Phone 1.   | Guardar cambios al teléfono móvil 1.  |  |  |  |                                                                                  |
|  |  |  | Button          | <a href="#">Cancel</a>                                                                                                                                                                                                                        | <a href="#">Cancelar</a>                                                                                                                                                                                                                                                                                                                                     | Cancel changes to Mobile Phone 1. | Cancelar cambios al teléfono móvil 1. |  |  |  |                                                                                  |

| FUSION: ALERTS CONTACT INFORMATION, EDIT MOBILE PHONE 2 |   |   |                 |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                              |                          |                           |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |        |                                                                                  |
|---------------------------------------------------------|---|---|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------|
| D                                                       | T | M | ELEMENT         | COPY                                                                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                               | ADA                      | ADA (SPANISH)             | ERROR MESSAGES                                                                                                                                                                                                                                                        | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                         | CMS ID | NOTES                                                                            |
|                                                         |   |   | Field Label     | Mobile Phone 2 (Optional)                                                                                                                                                                                                                     | Teléfono móvil 2 (opcional)                                                                                                                                                                                                                                                                                                                                  |                          |                           | Client-Side Error [Field Level]:<br>If invalid data entry:<br>Please enter a valid 10-digit Mobile Phone Number.<br><br>If Mobile Phone 2 matches Mobile Phone 1:<br><br>Mobile Phone 2 must be different from Mobile Phone 1. Please enter a different phone number. | Errores por parte del cliente:<br>Si el ingreso de datos es inválido:<br>Ingresa un Número de Teléfono Móvil válido de 10 dígitos.<br><br>If Mobile Phone 2 matches Mobile Phone 1:<br><br>El teléfono móvil 2 debe ser diferente del teléfono móvil 1. Ingresa un número de teléfono diferente. |        |                                                                                  |
|                                                         |   |   | Field           | [XXX-XXX-XXXX]                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                              |                          |                           |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |        |                                                                                  |
|                                                         |   |   | Field Help Text | By giving us a cell number or a number later converted to a cell number, you agree that we or our service providers can contact you at that number by autodialer, recorded or artificial voice, or a text. Your phone plan charges may apply. | Al darnos un número de teléfono celular o un número que posteriormente convierta en un número de teléfono celular, usted acepta que nosotros o nuestros proveedores de servicios podemos llamarle a ese número utilizando un marcador automático, un mensaje pregrabado, voz artificial, o mensaje de texto. Pueden aplicarse cargos de su plan de teléfono. |                          |                           |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |        |                                                                                  |
|                                                         |   |   | Dynamic Button  | Activate                                                                                                                                                                                                                                      | Activar                                                                                                                                                                                                                                                                                                                                                      | Activate Mobile Phone 2. | Activar teléfono móvil 2. |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |        | Appears if Phone 2 has not been activated                                        |
|                                                         |   |   | Dynamic Copy    | To activate your number for alerts, please provide a standard 10-digit phone number with only numeric characters. Your current phone number contains letters and special characters.                                                          | Para activar tu número para recibir mensajes de alerta, proporciona un número de teléfono de 10 dígitos estándar con caracteres numéricos solamente. Tu actual número de teléfono contiene letras y caracteres especiales.                                                                                                                                   |                          |                           |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |        | Appears if the user's phone number is in the following format: "user@domain.com" |
|                                                         |   |   | Text/Link       | By clicking save, you agree to the Terms and Conditions.                                                                                                                                                                                      | Al hacer clic en guardar, usted acepta los Términos y Condiciones.                                                                                                                                                                                                                                                                                           |                          |                           |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |        |                                                                                  |



|                                             |   |   |             |                                |                                     |                                               |                                                |                                                                                                                                               |                                                                                                                                                                   |        |                                                                                                                            |
|---------------------------------------------|---|---|-------------|--------------------------------|-------------------------------------|-----------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------|
|                                             |   |   | Button      | Save                           | Guardar                             | Save changes to Mobile Phone 2.               | Guardar cambios al teléfono móvil 2.           |                                                                                                                                               |                                                                                                                                                                   |        |                                                                                                                            |
|                                             |   |   | Button      | Cancel                         | Cancelar                            | Cancel changes to Mobile Phone 2.             | Cancelar cambios al teléfono móvil 2.          |                                                                                                                                               |                                                                                                                                                                   |        |                                                                                                                            |
| FUSION: ALERTS MODULE – EDIT ACCOUNT ALERTS |   |   |             |                                |                                     |                                               |                                                |                                                                                                                                               |                                                                                                                                                                   |        |                                                                                                                            |
| D                                           | T | M | ELEMENT     | COPY                           | COPY (SPANISH)                      | ADA                                           | ADA (SPANISH)                                  | ERROR MESSAGES                                                                                                                                | ERROR MESSAGES (SPANISH)                                                                                                                                          | CMS ID | NOTES                                                                                                                      |
|                                             |   |   | Heading     | Account Alerts                 | Mensajes de alerta sobre la cuenta  |                                               |                                                |                                                                                                                                               |                                                                                                                                                                   |        |                                                                                                                            |
|                                             |   |   | Button      | Save                           | Guardar                             | Save alert settings.                          | Guardar configuración de mensajes de alerta.   |                                                                                                                                               |                                                                                                                                                                   |        | Does not appear if the user accesses this flow indirectly through Link a Card flow                                         |
|                                             |   |   | Button      | Cancel                         | Cancelar                            | Cancel alert settings.                        | Cancelar configuración de mensajes de alerta.  |                                                                                                                                               |                                                                                                                                                                   |        | Does not appear if the user accesses this flow indirectly through Link a Card flow                                         |
|                                             |   |   | Heading     | STATEMENTS AND PAYMENTS        | ESTADOS DE CUENTA Y PAGOS           |                                               |                                                |                                                                                                                                               |                                                                                                                                                                   |        |                                                                                                                            |
|                                             |   |   | Field Label | Minimum Payment Due            | Pago Mínimo Adeudado                | Send an alert when my minimum payment is due. | Enviar una alerta cuando venza mi pago mínimo. | Client-side error:<br><br>If the user does not select contact source:<br><br>Please select at least one Email or Mobile Phone for this alert. | Client-side error:<br><br>If the user does not select contact source:<br><br>Selecciona por lo menos una dirección de Email o un Teléfono móvil para esta alerta. |        |                                                                                                                            |
|                                             |   |   | Toggle      | [ON, OFF]                      | (No translation needed – see below) |                                               |                                                |                                                                                                                                               |                                                                                                                                                                   |        | Determines whether the user can access other settings for this alert<br><br>Does not appear in Spanish version of the site |
|                                             |   |   | Toggle      | [[checkmark icon], ['X' icon]] |                                     |                                               | [ACTIVADO, DESACTIVADO]                        |                                                                                                                                               |                                                                                                                                                                   |        | Appears on Spanish version of the site only                                                                                |
|                                             |   |   | Text        | Send to                        | Enviar a                            |                                               |                                                |                                                                                                                                               |                                                                                                                                                                   |        |                                                                                                                            |
|                                             |   |   | Checkbox    | [j●●●●s@gmail.com]             |                                     |                                               |                                                |                                                                                                                                               |                                                                                                                                                                   |        | Email 1: Dynamic data, appears if the user has added this contact source                                                   |
|                                             |   |   | Checkbox    | [j●●●●s@gmail.com]             |                                     |                                               |                                                |                                                                                                                                               |                                                                                                                                                                   |        | Email 2: Dynamic data, appears if the user has added this contact source                                                   |

|  |  |  |             |                                |                                     |                                            |                                                  |                                                                                                                                           |                                                                                                                                                               |  |                                                                                                                            |
|--|--|--|-------------|--------------------------------|-------------------------------------|--------------------------------------------|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                            |                                                  |                                                                                                                                           |                                                                                                                                                               |  | Mobile Phone 1: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                            |                                                  |                                                                                                                                           |                                                                                                                                                               |  | Mobile Phone 2: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Field Label | Account Past Due               | Cuenta Vencida                      | Send an alert when my account is past due. | Enviar una alerta cuando mi cuenta esté vencida. | Client-side error:<br>If the user does not select contact source:<br><br>Please select at least one Email or Mobile Phone for this alert. | Client-side error:<br>If the user does not select contact source:<br><br>Selecciona por lo menos una dirección de Email o un Teléfono móvil para esta alerta. |  |                                                                                                                            |
|  |  |  | Toggle      | [ON, OFF]                      | (No translation needed – see below) |                                            |                                                  |                                                                                                                                           |                                                                                                                                                               |  | Determines whether the user can access other settings for this alert<br><br>Does not appear in Spanish version of the site |
|  |  |  | Toggle      | [[checkmark icon], ['X' icon]] |                                     |                                            | [ACTIVADO, DESACTIVADO]                          |                                                                                                                                           |                                                                                                                                                               |  | Appears on Spanish version of the site only                                                                                |
|  |  |  | Text        | Send to                        | Enviar a                            |                                            |                                                  |                                                                                                                                           |                                                                                                                                                               |  |                                                                                                                            |
|  |  |  | Checkbox    | [j●●●●s@gmail.com]             |                                     |                                            |                                                  |                                                                                                                                           |                                                                                                                                                               |  | Email 1: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox    | [j●●●●s@gmail.com]             |                                     |                                            |                                                  |                                                                                                                                           |                                                                                                                                                               |  | Email 2: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                            |                                                  |                                                                                                                                           |                                                                                                                                                               |  | Mobile Phone 1: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                            |                                                  |                                                                                                                                           |                                                                                                                                                               |  | Mobile Phone 2: Dynamic data, appears if the user has added this contact source                                            |



|  |  |  |             |                                |                                     |                                                                 |                                                                                           |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |
|--|--|--|-------------|--------------------------------|-------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Label | Payment Posted                 | Pago Registrado                     | Send an alert when my payment posts.                            | Envíenme una alerta cuando se registre mi pago                                            | Client-side error:<br><br>If the user does not select contact source:<br><br>Please select at least one Email or Mobile Phone for this alert. | Client-side error:<br><br>If the user does not select contact source:<br><br>Selecciona por lo menos una dirección de Email o un Teléfono Móvil para esta alerta. |  |                                                                                                                            |
|  |  |  | Toggle      | [ON, OFF]                      | (No translation needed – see below) |                                                                 |                                                                                           |                                                                                                                                               |                                                                                                                                                                   |  | Determines whether the user can access other settings for this alert<br><br>Does not appear in Spanish version of the site |
|  |  |  | Toggle      | [[checkmark icon], ['X' icon]] |                                     |                                                                 | [ACTIVADO, DESACTIVADO]                                                                   |                                                                                                                                               |                                                                                                                                                                   |  | Appears on Spanish version of the site only                                                                                |
|  |  |  | Text        | Send to                        | Enviar a                            |                                                                 |                                                                                           |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |
|  |  |  | Checkbox    | [j●●●●s@gmail.com]             |                                     |                                                                 |                                                                                           |                                                                                                                                               |                                                                                                                                                                   |  | Email 1: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox    | [j●●●●s@gmail.com]             |                                     |                                                                 |                                                                                           |                                                                                                                                               |                                                                                                                                                                   |  | Email 2: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                                                 |                                                                                           |                                                                                                                                               |                                                                                                                                                                   |  | Mobile Phone 1: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                                                 |                                                                                           |                                                                                                                                               |                                                                                                                                                                   |  | Mobile Phone 2: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Heading     | BALANCE AND CREDIT LIMIT       | SALDO Y LÍMITE DE CRÉDITO           |                                                                 |                                                                                           |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |
|  |  |  | Field Label | Spending Alert                 | Alerta de gastos                    | Send an alert when a transaction is above the amount I specify. | Envíenme una alerta cuando una transacción esté por encima del monto que he especificado. | Client-side error:<br><br>If the user does not select contact source:<br><br>Please select at least one Email or Mobile Phone for this alert. | Client-side error:<br><br>If the user does not select contact source:<br><br>Selecciona por lo menos una dirección de Email o un Teléfono Móvil para esta alerta. |  | Does not display for cobranded accounts                                                                                    |

|  |  |  |             |                                |                                     |                                                                                                                                   |                                                                                                                                                   |                                                                                                                                 |                                                                                                                                                     |  |                                                                                 |
|--|--|--|-------------|--------------------------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------|
|  |  |  | Toggle      | [ON, OFF]                      | (No translation needed – see below) |                                                                                                                                   |                                                                                                                                                   |                                                                                                                                 |                                                                                                                                                     |  | Determines whether the user can access other settings for this alert            |
|  |  |  | Toggle      | [[checkmark icon], ['X' icon]] |                                     |                                                                                                                                   | [ACTIVADO, DESACTIVADO]                                                                                                                           |                                                                                                                                 |                                                                                                                                                     |  | Does not appear in Spanish version of the site                                  |
|  |  |  | Toggle      |                                |                                     |                                                                                                                                   |                                                                                                                                                   |                                                                                                                                 |                                                                                                                                                     |  | Appears on Spanish version of the site only                                     |
|  |  |  | Text        | Send to                        | Enviar a                            |                                                                                                                                   |                                                                                                                                                   |                                                                                                                                 |                                                                                                                                                     |  |                                                                                 |
|  |  |  | Checkbox    | [●●●●●s@gmail.com]             |                                     |                                                                                                                                   |                                                                                                                                                   |                                                                                                                                 |                                                                                                                                                     |  | Email 1: Dynamic data, appears if the user has added this contact source        |
|  |  |  | Checkbox    | [●●●●●s@gmail.com]             |                                     |                                                                                                                                   |                                                                                                                                                   |                                                                                                                                 |                                                                                                                                                     |  | Email 2: Dynamic data, appears if the user has added this contact source        |
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                                                                                                                   |                                                                                                                                                   |                                                                                                                                 |                                                                                                                                                     |  | Mobile Phone 1: Dynamic data, appears if the user has added this contact source |
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                                                                                                                   |                                                                                                                                                   |                                                                                                                                 |                                                                                                                                                     |  | Mobile Phone 2: Dynamic data, appears if the user has added this contact source |
|  |  |  | Field Label | Above Amount                   | Por Encima del Monto                |                                                                                                                                   |                                                                                                                                                   |                                                                                                                                 |                                                                                                                                                     |  | Conditional — displayed if Spending Alerts is selected                          |
|  |  |  | Field Text  | \$                             | \$                                  | To receive Spending Alerts if a transaction exceeds a certain amount, enter the amount. This is required for high balance alerts. | Para recibir Alertas de Gastos si una transacción supera un monto determinado, ingresa el monto. Esto es obligatorio para alertas por saldo alto. | Client-Side Error [Field Level]: Please enter a valid dollar amount using numbers and a decimal.                                | Errores por parte del cliente: Ingresa un monto en dólares válido utilizando números y un decimal.                                                  |  | Conditional — displayed if Spending Alerts is selected                          |
|  |  |  | Field Label | Current Balance                | Saldo Actual                        | Send an alert with my Current Balance.                                                                                            | Enviar una alerta con mi Saldo actual                                                                                                             | Client-side error: If the user does not select contact source: Please select at least one Email or Mobile Phone for this alert. | Client-side error: If the user does not select contact source: Selecciona por lo menos una dirección de Email o un Teléfono Móvil para esta alerta. |  |                                                                                 |

|  |  |  |                |                                |                                     |                                                                     |                                                                           |  |  |  |                                                                                                                            |
|--|--|--|----------------|--------------------------------|-------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------------------|--|--|--|----------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Toggle         | [ON, OFF]                      | (No translation needed – see below) |                                                                     |                                                                           |  |  |  | Determines whether the user can access other settings for this alert<br><br>Does not appear in Spanish version of the site |
|  |  |  | Toggle         | [[checkmark icon], ['X' icon]] |                                     |                                                                     | [ACTIVADO, DESACTIVADO]                                                   |  |  |  | Appears on Spanish version of the site only                                                                                |
|  |  |  | Text           | Send to                        | Enviar a                            |                                                                     |                                                                           |  |  |  |                                                                                                                            |
|  |  |  | Checkbox       | [j●●●●s@gmail.com]             |                                     |                                                                     |                                                                           |  |  |  | Email 1: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox       | [j●●●●s@gmail.com]             |                                     |                                                                     |                                                                           |  |  |  | Email 2: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox       | [XXX-XXX-XXXX]                 |                                     |                                                                     |                                                                           |  |  |  | Mobile Phone 1: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Checkbox       | [XXX-XXX-XXXX]                 |                                     |                                                                     |                                                                           |  |  |  | Mobile Phone 2: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Dropdown Label | How Often                      | Frecuencia                          | Specify how often you would like to receive Current Balance alerts. | Especifica con qué frecuencia quieres recibir tus alertas de Saldo Actual |  |  |  | Conditional — displayed if Current Balance is selected.                                                                    |
|  |  |  | Dropdown Text  | Monthly<br>Weekly<br>Daily     | Mensual<br>Semanal<br>Diaria        |                                                                     |                                                                           |  |  |  | Conditional — displayed if Current Balance is selected.                                                                    |
|  |  |  | Field Label    | High Balance                   | Saldo Alto                          | Send an alert when my balance is high.                              | Envíenme una alerta cuando mi saldo sea alto.                             |  |  |  |                                                                                                                            |
|  |  |  | Toggle         | [ON, OFF]                      | (No translation needed – see below) |                                                                     |                                                                           |  |  |  | Determines whether the user can access other settings for this alert<br><br>Does not appear in Spanish version of the site |
|  |  |  | Toggle         | [[checkmark icon], ['X' icon]] |                                     |                                                                     | [ACTIVADO, DESACTIVADO]                                                   |  |  |  | Appears on Spanish version of the site only                                                                                |
|  |  |  | Text           | Send to                        | Enviar a                            |                                                                     |                                                                           |  |  |  |                                                                                                                            |

|  |  |  |                |                            |                               |                                                                                                                         |                                                                                                                                  |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                 |
|--|--|--|----------------|----------------------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------|
|  |  |  | Checkbox       | [j●●●●●s@gmail.com]        |                               |                                                                                                                         |                                                                                                                                  |                                                                                                                                               |                                                                                                                                                                   |  | Email 1: Dynamic data, appears if the user has added this contact source        |
|  |  |  | Checkbox       | [j●●●●●s@gmail.com]        |                               |                                                                                                                         |                                                                                                                                  |                                                                                                                                               |                                                                                                                                                                   |  | Email 2: Dynamic data, appears if the user has added this contact source        |
|  |  |  | Checkbox       | [XXX-XXX-XXXX]             |                               |                                                                                                                         |                                                                                                                                  |                                                                                                                                               |                                                                                                                                                                   |  | Mobile Phone 1: Dynamic data, appears if the user has added this contact source |
|  |  |  | Checkbox       | [XXX-XXX-XXXX]             |                               |                                                                                                                         |                                                                                                                                  |                                                                                                                                               |                                                                                                                                                                   |  | Mobile Phone 2: Dynamic data, appears if the user has added this contact source |
|  |  |  | Dropdown Label | Above Amount               | Por Encima del Monto          |                                                                                                                         |                                                                                                                                  | Client-Side Error [Field Level]: Please enter a valid dollar amount using numbers and a decimal.                                              | Errores por parte del cliente: Ingresa un monto en dólares válido utilizando números y un decimal.                                                                |  | Conditional — displayed if High Balance is selected.                            |
|  |  |  | Field Text     | \$                         | \$                            | To receive alerts if your balance exceeds a certain amount, enter the amount. This is required for high balance alerts. | Para recibir alertas si tu saldo supera un monto determinado, ingresa el monto. Esto es obligatorio para alertas por saldo alto. | Client-Side Error [Field Level]: Please enter a valid dollar amount using numbers and a decimal.                                              | Errores por parte del cliente: Ingresa un monto en dólares válido utilizando números y un decimal.                                                                |  | Conditional — displayed if High Balance is selected.                            |
|  |  |  | Dropdown Label | How Often                  | Frecuencia                    | Specify how often you would like to receive High Balance alerts.                                                        | Especifica con qué frecuencia quieres recibir tus alertas de Saldo Alto.                                                         |                                                                                                                                               |                                                                                                                                                                   |  | Conditional — displayed if High Balance is selected.                            |
|  |  |  | Dropdown Text  | Monthly<br>Weekly<br>Daily | Mensual<br>Semanal<br>Diaria  |                                                                                                                         |                                                                                                                                  |                                                                                                                                               | .                                                                                                                                                                 |  | Conditional — displayed if High Balance is selected.                            |
|  |  |  | Field Label    | Close to Credit Limit      | Cerca de mi Límite de Crédito | Send an alert when I am close to my credit limit.                                                                       | Envíenme una alerta cuando esté cerca de mi límite de crédito.                                                                   | Client-side error:<br><br>If the user does not select contact source:<br><br>Please select at least one Email or Mobile Phone for this alert. | Client-side error:<br><br>If the user does not select contact source:<br><br>Selecciona por lo menos una dirección de Email o un Teléfono Móvil para esta alerta. |  |                                                                                 |

|  |  |  |             |                                |                                     |                                                                                                                                                |                                                                                                                                                                             |                                                                                                  |                                                                                                    |  |                                                                                 |
|--|--|--|-------------|--------------------------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------|
|  |  |  | Toggle      | [ON, OFF]                      | (No translation needed – see below) |                                                                                                                                                |                                                                                                                                                                             |                                                                                                  |                                                                                                    |  | Determines whether the user can access other settings for this alert            |
|  |  |  | Toggle      | [[checkmark icon], ['X' icon]] |                                     |                                                                                                                                                | [ACTIVADO, DESACTIVADO]                                                                                                                                                     |                                                                                                  |                                                                                                    |  | Does not appear in Spanish version of the site                                  |
|  |  |  | Text        | Send to                        | Enviar a                            |                                                                                                                                                |                                                                                                                                                                             |                                                                                                  |                                                                                                    |  | Appears on Spanish version of the site only                                     |
|  |  |  | Checkbox    | [j●●●●s@gmail.com]             |                                     |                                                                                                                                                |                                                                                                                                                                             |                                                                                                  |                                                                                                    |  | Email 1: Dynamic data, appears if the user has added this contact source        |
|  |  |  | Checkbox    | [j●●●●s@gmail.com]             |                                     |                                                                                                                                                |                                                                                                                                                                             |                                                                                                  |                                                                                                    |  | Email 2: Dynamic data, appears if the user has added this contact source        |
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                                                                                                                                |                                                                                                                                                                             |                                                                                                  |                                                                                                    |  | Mobile Phone 1: Dynamic data, appears if the user has added this contact source |
|  |  |  | Checkbox    | [XXX-XXX-XXXX]                 |                                     |                                                                                                                                                |                                                                                                                                                                             |                                                                                                  |                                                                                                    |  | Mobile Phone 2: Dynamic data, appears if the user has added this contact source |
|  |  |  | Field Label | Within Amount                  | Comprendido dentro del Monto        |                                                                                                                                                |                                                                                                                                                                             |                                                                                                  |                                                                                                    |  | Conditional — displayed if Close to Credit Limit is selected.                   |
|  |  |  | Field Text  | \$                             | \$                                  | To receive alerts if your available credit is less than a certain amount, enter the amount. This is required for Close to Credit Limit alerts. | Para recibir alertas si tu crédito disponible es inferior a un monto determinado, ingresa el monto. Esto es obligatorio para alertas por estar cerca del límite de crédito. | Client-Side Error [Field Level]: Please enter a valid dollar amount using numbers and a decimal. | Errores por parte del cliente: Ingresa un monto en dólares válido utilizando números y un decimal. |  | Conditional — displayed if Close to Credit Limit is selected.                   |

|  |  |  |                |                                |                                     |                                                                           |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |
|--|--|--|----------------|--------------------------------|-------------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Dropdown Label | How Often                      | Frecuencia                          | Specify how often you would like to receive Close to Credit Limit alerts. | Especifica con qué frecuencia quieres recibir tus mensajes de alerta de Cerca del Límite de Crédito. |                                                                                                                                               |                                                                                                                                                                   |  | Conditional — displayed if Close to Credit Limit is selected.                                                              |
|  |  |  | Dropdown Text  | Monthly<br>Weekly<br>Daily     | Mensual<br>Semanal<br>Diaria        |                                                                           |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Conditional — displayed if Close to Credit Limit is selected.                                                              |
|  |  |  | Field Label    | Over Credit Limit              | Excede el Límite de Crédito         | Send an alert when I am over my credit limit.                             | Envíenme una alerta cuando sobrepase mi límite de crédito.                                           | Client-side error:<br><br>If the user does not select contact source:<br><br>Please select at least one Email or Mobile Phone for this alert. | Client-side error:<br><br>If the user does not select contact source:<br><br>Selecciona por lo menos una dirección de Email o un Teléfono Móvil para esta alerta. |  |                                                                                                                            |
|  |  |  | Toggle         | [ON, OFF]                      | (No translation needed – see below) |                                                                           |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Determines whether the user can access other settings for this alert<br><br>Does not appear in Spanish version of the site |
|  |  |  | Toggle         | [[checkmark icon], ['X' icon]] |                                     |                                                                           | [ACTIVADO, DESACTIVADO]                                                                              |                                                                                                                                               |                                                                                                                                                                   |  | Appears on Spanish version of the site only                                                                                |
|  |  |  | Text           | Send to                        | Enviar a                            |                                                                           |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |
|  |  |  | Checkbox       | [j●●●●s@gmail.com]             |                                     |                                                                           |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Email 1: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox       | [j●●●●s@gmail.com]             |                                     |                                                                           |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Email 2: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox       | [XXX-XXX-XXXX]                 |                                     |                                                                           |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Mobile Phone 1: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Checkbox       | [XXX-XXX-XXXX]                 |                                     |                                                                           |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Mobile Phone 2: Dynamic data, appears if the user has added this contact source                                            |



|  |  |  |                |                                       |                                               |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |
|--|--|--|----------------|---------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Dropdown Label | How Often                             | Frecuencia                                    | Specify how often you would like to receive Over Credit Limit alerts. | Especifica con qué frecuencia quieres recibir tus mensajes de alerta de Excede el Límite de Crédito. |                                                                                                                                               |                                                                                                                                                                   |  | Conditional — displayed if Over Credit Limit is selected.                                                                  |
|  |  |  | Dropdown Text  | Monthly<br>Weekly<br>Daily            | Mensual<br>Semanal<br>Diaria                  |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Conditional — displayed if Over Credit Limit is selected.                                                                  |
|  |  |  | Heading        | OTHER NOTIFICATIONS                   | OTRAS NOTIFICACIONES                          |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |
|  |  |  | Field Label    | New Features and Updates              | Nuevas Características y Actualizaciones      | Send alerts about new features and updates.                           | Envíenme alertas sobre nuevas características y actualizaciones.                                     | Client-side error:<br><br>If the user does not select contact source:<br><br>Please select at least one Email or Mobile Phone for this alert. | Client-side error:<br><br>If the user does not select contact source:<br><br>Selecciona por lo menos una dirección de Email o un Teléfono Móvil para esta alerta. |  |                                                                                                                            |
|  |  |  | Toggle         | [ON, OFF]                             | (No translation needed – see below)           |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Determines whether the user can access other settings for this alert<br><br>Does not appear in Spanish version of the site |
|  |  |  | Toggle         | [[checkmark icon], ['X' icon]]        |                                               |                                                                       | [ACTIVADO, DESACTIVADO]                                                                              |                                                                                                                                               |                                                                                                                                                                   |  | Appears on Spanish version of the site only                                                                                |
|  |  |  | Text           | Send to                               | Enviar a                                      |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |
|  |  |  | Checkbox       | [j●●●●s@gmail.com]                    |                                               |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Email 1: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox       | [j●●●●s@gmail.com]                    |                                               |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Email 2: Dynamic data, appears if the user has added this contact source                                                   |
|  |  |  | Checkbox       | [XXX-XXX-XXXX]                        |                                               |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Mobile Phone 1: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Checkbox       | [XXX-XXX-XXXX]                        |                                               |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  | Mobile Phone 2: Dynamic data, appears if the user has added this contact source                                            |
|  |  |  | Checkbox       | Receive all daily alerts in one email | Recibir todas las alertas diarias en un Email |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |
|  |  |  | Heading        | Account Alerts Authorization          | Autorización de Alertas sobre la Cuenta       |                                                                       |                                                                                                      |                                                                                                                                               |                                                                                                                                                                   |  |                                                                                                                            |

|                                                                                           |   |   |                    |                                                               |                                                                     |                                                     |                                                                               |                                                                                                                                                        |                                                                                                                                              |        |                                                                                            |
|-------------------------------------------------------------------------------------------|---|---|--------------------|---------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------------------------------------------------|
|                                                                                           |   |   | Text/Link          | By clicking save, you agree to the Terms and Conditions.      | Al hacer clic en guardar, usted acepta los Términos y Condiciones.  |                                                     |                                                                               |                                                                                                                                                        |                                                                                                                                              |        |                                                                                            |
|                                                                                           |   |   | Text/Link          | By clicking authorize, you agree to the Terms and Conditions. | Al hacer clic en autorizar, usted acepta los Términos y Condiciones |                                                     |                                                                               |                                                                                                                                                        |                                                                                                                                              |        | Conditional content. Text includes the word authorize for the first time through the flow. |
|                                                                                           |   |   | Button (Primary)   | Save                                                          | Guardar                                                             | Save changes to account alert settings.             | Guardar cambios a las configuraciones de mensajes de alerta sobre la cuenta.  |                                                                                                                                                        |                                                                                                                                              |        | Appears when the user returns to manage their Alerts after initially enrolling             |
|                                                                                           |   |   | Button (Primary)   | Authorize                                                     | Autorizar                                                           | Authorize your account alert settings and continue. | Autorizar la configuración de mensajes de alerta de tu cuenta y continuar.    | Client-side, module-level error, if user has not configured alerts.<br><br>You haven't configured any alerts. Please set up alerts before authorizing. | Client-side, module-level error, if user has not configured alerts.<br><br>No has configurado alertas. Configura alertas antes de autorizar. |        | Appears on initial enrollment                                                              |
|                                                                                           |   |   | Button (Secondary) | Cancel                                                        | Cancelar                                                            | Cancel changes to account alert settings.           | Cancelar cambios a las configuraciones de mensajes de alerta sobre la cuenta. |                                                                                                                                                        |                                                                                                                                              |        |                                                                                            |
| FUSION: SUPPORTED PROVIDERS MODAL (LAUNCHES FROM SUPPORTED PROVIDERS LINK ON ALERTS PAGE) |   |   |                    |                                                               |                                                                     |                                                     |                                                                               |                                                                                                                                                        |                                                                                                                                              |        |                                                                                            |
| D                                                                                         | T | M | ELEMENT            | COPY                                                          | COPY (SPANISH)                                                      | ADA                                                 | ADA (SPANISH)                                                                 | ERROR MESSAGES                                                                                                                                         | ERROR MESSAGES (SPANISH)                                                                                                                     | CMS ID | NOTES                                                                                      |
|                                                                                           |   |   | Image              | (Close Icon)                                                  |                                                                     | Close this dialogue and return to the page.         | Cerrar este diálogo y volver a la página.                                     |                                                                                                                                                        |                                                                                                                                              |        |                                                                                            |
|                                                                                           |   |   | Heading            | Supported Mobile Providers                                    | Proveedores de telefonía móvil admitidos                            |                                                     |                                                                               |                                                                                                                                                        |                                                                                                                                              |        |                                                                                            |



|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
|--|--|--|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Copy | ACS<br>Appalachian Wireless (EKN)<br>AT&T Mobility<br>Bluegrass Cellular<br>Boost Mobile<br>CellCom<br>CellSouth<br>Cellular One of East Central, IL (ECIT)<br>Cellular One of Northeast Pennsylvania<br>Cincinnati Bell Wireless<br>Coral Wireless (Mobi PCS)<br>Cricket<br>Cross<br>Element Mobile (Flat Wireless)<br>Epic Touch (Elkhart Telephone)<br>GCI<br>Golden State<br>Hawkeye (Chat Mobility)<br>Hawkeye (NW Missouri)<br>Illinois Valley Cellular<br>Inland Cellular<br>iWireless (Iowa Wireless)<br>Keystone Wireless (Immix Wireless/PC Man)<br>MetroPCS<br>Mosaic (Consolidated or CTC Telecom)<br>Nex-Tech Wireless<br>Nextel<br>NTelos<br>Panhandle Communications<br>Pioneer<br>Plateau (Texas RSA 3 Ltd)<br>Revol<br>RINA<br>Simmetry (TMP Corporation)<br>Sprint<br>T-Mobile<br>Thumb Cellular | ACS<br>Appalachian Wireless (EKN)<br>AT&T Mobility<br>Bluegrass Cellular<br>Boost Mobile<br>CellCom<br>CellSouth<br>Cellular One of East Central, IL (ECIT)<br>Cellular One of Northeast Pennsylvania<br>Cincinnati Bell Wireless<br>Coral Wireless (Mobi PCS)<br>Cricket<br>Cross<br>Element Mobile (Flat Wireless)<br>Epic Touch (Elkhart Telephone)<br>GCI<br>Golden State<br>Hawkeye (Chat Mobility)<br>Hawkeye (NW Missouri)<br>Illinois Valley Cellular<br>Inland Cellular<br>iWireless (Iowa Wireless)<br>Keystone Wireless (Immix Wireless/PC Man)<br>MetroPCS<br>Mosaic (Consolidated o CTC Telecom)<br>Nex-Tech Wireless<br>Nextel<br>NTelos<br>Panhandle Communications<br>Pioneer<br>Plateau (Texas RSA 3 Ltd)<br>Revol<br>RINA<br>Simmetry (TMP Corporation)<br>Sprint<br>T-Mobile<br>Thumb Cellular |  |  |  |  |  |  |
|--|--|--|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|

|                                                                                               |   |   |         |                                                                                                                                                          |                                                                                                                                                         |                                             |                                                 |                |                          |        |       |
|-----------------------------------------------------------------------------------------------|---|---|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------|----------------|--------------------------|--------|-------|
|                                                                                               |   |   |         | Union Wireless<br>United Wireless<br>US Cellular<br>Verizon Wireless/Alltel<br>Viaero Wireless<br>Virgin Mobile<br>West Central (WCC or 5 Star Wireless) | Union Wireless<br>United Wireless<br>US Cellular<br>Verizon Wireless/Alltel<br>Viaero Wireless<br>Virgin Mobile<br>West Central (WCC o 5 Star Wireless) |                                             |                                                 |                |                          |        |       |
| FUSION: ALERTS – REACTIVATE ALERTS TAKEOVER (APPEARS IF USER HAS PREVIOUSLY SUSPENDED ALERTS) |   |   |         |                                                                                                                                                          |                                                                                                                                                         |                                             |                                                 |                |                          |        |       |
| D                                                                                             | T | M | ELEMENT | COPY                                                                                                                                                     | COPY (SPANISH)                                                                                                                                          | ADA                                         | ADA (SPANISH)                                   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                                                               |   |   | Heading | Are you sure you want to activate Alerts?                                                                                                                | ¿Estás seguro de que deseas activar los Mensajes de Alerta?                                                                                             |                                             |                                                 |                |                          |        |       |
|                                                                                               |   |   | Copy    | You placed a temporary hold on your Alerts. Do you want to reactivate them now?                                                                          | Colocaste una restricción temporal en tus Mensajes de Alerta. ¿Deseas reactivarlos ahora?                                                               |                                             |                                                 |                |                          |        |       |
|                                                                                               |   |   | Button  | Activate Alerts                                                                                                                                          | Activar Mensajes de Alerta                                                                                                                              |                                             |                                                 |                |                          |        |       |
|                                                                                               |   |   | Button  | Cancel                                                                                                                                                   | Cancelar                                                                                                                                                | Cancel re-activating alerts.                | Cancelar la reactivación de mensajes de alerta. |                |                          |        |       |
| FUSION: ALERTS – TERMS AND CONDITIONS                                                         |   |   |         |                                                                                                                                                          |                                                                                                                                                         |                                             |                                                 |                |                          |        |       |
| D                                                                                             | T | M | ELEMENT | COPY                                                                                                                                                     | COPY (SPANISH)                                                                                                                                          | ADA                                         | ADA (SPANISH)                                   | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                                                               |   |   | Image   | (Close Icon)                                                                                                                                             |                                                                                                                                                         | Close this dialogue and return to the page. | Cerrar este diálogo y volver a la página.       |                |                          |        |       |
|                                                                                               |   |   | Heading | Alerts Terms and Conditions                                                                                                                              | Términos y Condiciones de las Alertas                                                                                                                   |                                             |                                                 |                |                          |        |       |
|                                                                                               |   |   | Text    | The alerting service allows you to request and receive messages about your credit card account(s).                                                       | El servicio de mensajes de alerta le permite solicitar y recibir mensajes sobre su(s) cuenta(s) de tarjeta de crédito.                                  |                                             |                                                 |                |                          |        |       |

|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |  |
|--|--|--|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text | <p>By enrolling in or editing Alerts, you can subscribe to daily, weekly, or monthly account update notifications such as account balance, payment due, and payment posted, via SMS text messaging. Alerts will come from [Partner Name] Credit Card Alerts, and you can text STOP to [XXXX] to stop Alerts, or text HELP to [XXXX] to receive help. For questions about the services provided, you can call [XXX-XXX-XXXX]. Message and data rates may apply, and message frequency varies by account settings. Alerts are supported by most major mobile providers in the US, including AT&amp;T, Verizon, T-Mobile, and Sprint. See our list of supported providers.</p> | <p>Al inscribirse en Alertas, o editarlas, usted puede suscribirse para recibir notificaciones diarias, semanales o mensuales de actualizaciones en su cuenta, como por ejemplo saldo de cuenta, pago adeudado y pago registrado, a través de mensajes de texto SMS. Los mensajes de Alerta provendrán de Alertas de Tarjeta de [Partner Name], y usted puede enviar un mensaje con el texto STOP a [XXXXXX] para detener las Alertas, o el texto AYUDA a [XXXXXX] para recibir asistencia. Si tiene preguntas sobre los servicios proporcionados, puede llamar al [XXX-XX-XXXX] Pueden aplicarse las tarifas habituales por mensajes y datos, y la frecuencia de los mensajes varía según la configuración de la cuenta. Los principales proveedores de telefonía móvil de los EE. UU. aceptan Alertas, entre ellos AT&amp;T, Verizon, T-Mobile y Sprint. Vea nuestra lista de proveedores admitidos.</p> |  |  |  |  |  |  |
|--|--|--|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|

|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |  |  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--|--|--|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Text | Subject to the terms and conditions of your Internet service provider or mobile carrier, you may receive alerts from us via email sent to computers and/or mobile phones (supported by certain mobile phone carriers only), as well as text messages sent to your mobile phone. As a condition to using and receiving Account Alerts, you consent to receiving, from us, automatically dialed text messages on your mobile phone at the mobile phone number you provide. If you have any questions regarding privacy, please read our privacy policy. | Sujeto a los términos y condiciones de su proveedor de servicios de Internet o compañía de telefonía móvil, usted puede recibir alertas nuestras por email enviadas a computadoras y/o teléfonos móviles (admitidas sólo por ciertas compañías de telefonía móvil), así como mensajes de texto enviados a su teléfono móvil. Como condición para utilizar y recibir Mensajes de Alerta sobre la Cuenta, usted acepta recibir, de nosotros, mensajes de texto de marcado automático en su teléfono móvil al número de teléfono móvil que nos proporcione. Si tiene alguna pregunta acerca de la privacidad, por favor lea nuestras normas de privacidad. |  |  |  |  |  |  | “Privacy policy” link opens Citi privacy page:<br><br>English:<br><a href="https://online.citibank.com/US/JRS/portal/template.do?locale=en_US&amp;ID=Privacy">https://online.citibank.com/US/JRS/portal/template.do?locale=en_US&amp;ID=Privacy</a><br><br>Spanish:<br><a href="https://online.citibank.com/US/JRS/portal/template.do?locale=es_US&amp;ID=Privacy">https://online.citibank.com/US/JRS/portal/template.do?locale=es_US&amp;ID=Privacy</a> |
|  |  |  | Text | Alerts are effective as soon as you set them up in Account Online. You accept that each alert may not be encrypted, and may include your name and information pertaining to your account(s).                                                                                                                                                                                                                                                                                                                                                          | Las alertas entran en vigencia apenas las configura en Account Online. Usted acepta que es posible que cada alerta no esté cifrada, y puede incluir su nombre e información relacionada con su(s) cuenta(s).                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|  |  |  | Text | Receipt of each alert may be delayed, or prevented by factors affecting your Internet service provider, mobile carrier, and/ or other factors outside of our control. Neither we, nor our affiliates, will be liable for losses or damages arising from (a) non-delivery, delayed delivery, or misdirected delivery of an alert; (b) inaccurate or incomplete content in an alert; or (c) your use or reliance on the contents of any alert for any purposes.                                                                                         | La recepción de cada alerta puede demorarse o impedirse por factores que afecten a su proveedor de servicios de Internet, compañía de telefonía móvil y/u otros factores fuera de nuestro control. Ni nosotros, ni nuestras afiliadas, seremos responsables por pérdidas o daños que surjan de (a) falta de envío, envío demorado o envío mal dirigido de una alerta; (b) contenido inexacto o incompleto en una alerta, o (c) su uso o dependencia del contenido de una alerta con cualquier fin.                                                                                                                                                      |  |  |  |  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

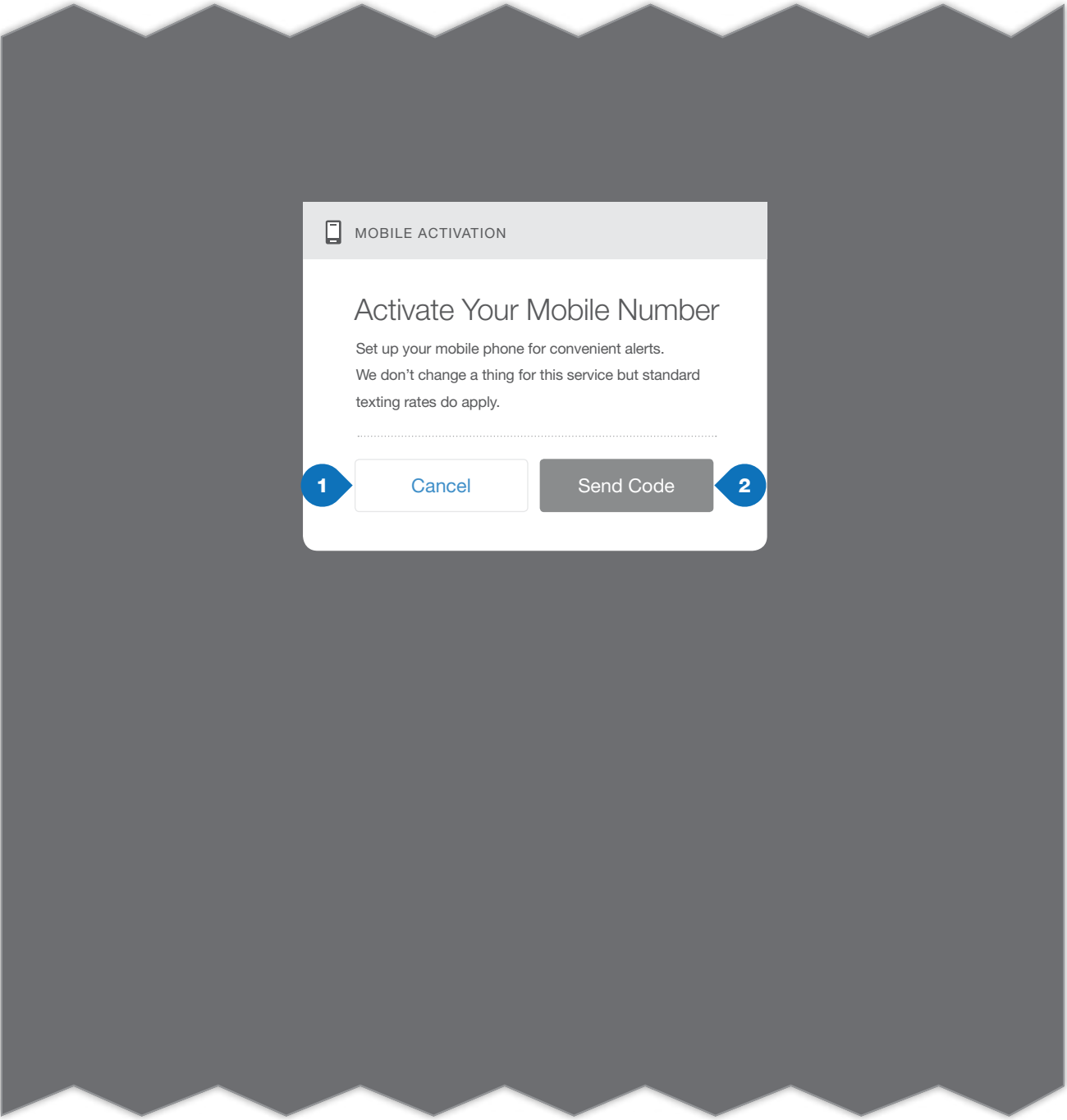
|  |  |  |         |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |  |
|--|--|--|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | We reserve the right to terminate the alerting service, in whole or in part, at any time without notice. The information in any alert may be subject to certain time lags and/ or delays. The types and timing of your alerts will be managed by you, and the alerts may be stopped or suspended by you at any time. | Nos reservamos el derecho de dar por finalizado el servicio de mensajes de alerta, en forma total o parcial, en cualquier momento, sin previo aviso. La información en una alerta puede estar sujeta a determinados retrasos y/o demoras. Los tipos y el momento en que se envíen las alertas serán manejados por usted, y usted podrá interrumpir o suspender las alertas en cualquier momento. |  |  |  |  |  |  |
|  |  |  | Heading | Authorization                                                                                                                                                                                                                                                                                                        | Autorización                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |
|  |  |  | Text    | By enrolling in, or editing wireless alerts you previously enrolled in, you agree to the Terms and Conditions.                                                                                                                                                                                                       | Al inscribirse o editar las alertas inalámbricas en las que previamente se inscribió, usted acepta los Términos y Condiciones.                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |

Fusion 7 White Label Standard

# Mobile Activation Module



Wireframes: Mobile Activation Module - Send Code Modal, Large View



Page Notes

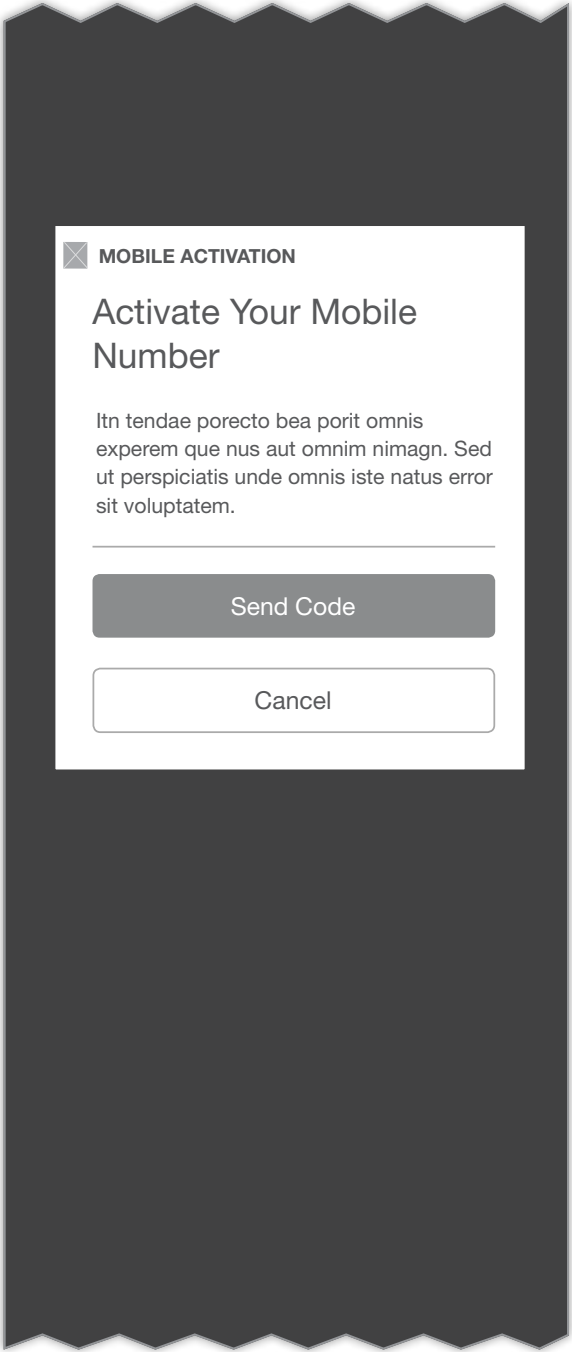
Module Type: Transactional Module

This is the Send Code Modal of the Mobile Activation Module. The Send Code Modal overlays the Edit Alerts Module. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element          | Action                                                                                | Notes                                                                |
|-----|------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| 1   | Cancel Button    | onClick dismisses modal and displays source page                                      |                                                                      |
| 2   | Send Code Button | onClick sends an activation code to the mobile number and displays the Activate Modal | See Wireframe: Mobile Activation Module - Activate Modal, Large View |

Wireframe: Mobile Activation Module - Send Code Modal, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Send Code Modal of the Mobile Activation Module. The Send Code state modal overlays the expanded state of the Edit Alerts Module. Content and interactions are consistent across all breakpoints.



Wireframes: Mobile Activation Module - Activate Modal, Large View



Page Notes

Module Type: Transactional Module

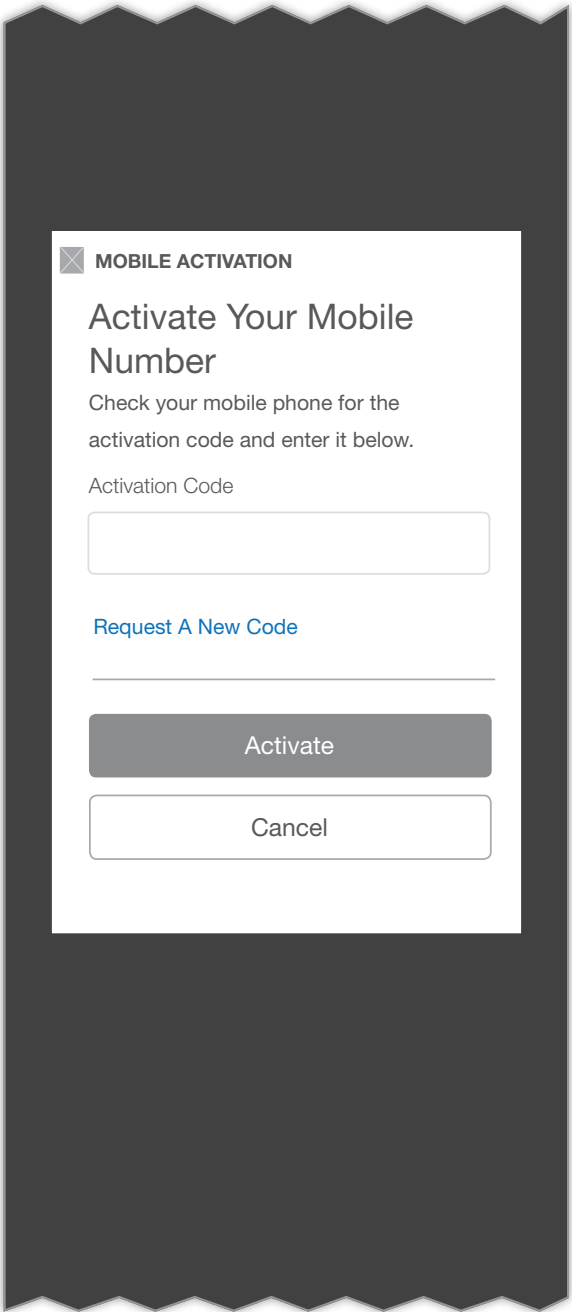
This is the Activate Modal of the Mobile Activation Module. This modal overlays the Edit Alerts Module. Content and interactions are consistent across all breakpoints.

In the event of a backend server failure displays a module-level notification.

Interaction Notes

| Key | Element                    | Action                                                                                                                                                                                                                                                                                                             | Notes                                                                                                                           |
|-----|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| 1   | Activation Code Form Field | onClick activates the field; when the user exits the field the data is validated, if an error is found then displays a form field error                                                                                                                                                                            | Conditional content. Displays the Send Code Modal if the user exceeds the maximum number of invalid attempts allowed            |
| 2   | Form Field Error           | None                                                                                                                                                                                                                                                                                                               | Conditional content. Displays Form Field Error for the first and second invalid attempt. See copy deck for conditional content. |
| 3   | Request a New Code Link    | onClick displays the Send Code Modal                                                                                                                                                                                                                                                                               | See Wireframe: Mobile Activation Module - Send Code Modal, Large View                                                           |
| 4   | Cancel Button              | onClick dismisses modal and displays the source page                                                                                                                                                                                                                                                               |                                                                                                                                 |
| 5   | Activate Button            | onClick validates the Activation Code and if valid, displays the default view of Alerts Module with mobile marked as activated with an indicator. If invalid, displays error<br><br>After the first two invalid attempts, displays Form Field Error. After the third invalid attempt, displays the Send Code Modal | See Wireframe: Alerts Module - Activated, Large View<br><br>See copy deck for conditional content.                              |

# Wireframe: Mobile Activation Module - Mobile Activation Modal, Extra Small View



## Page Notes

Module Type: Transactional Module

This is the Activate Modal of the Mobile Activation Module. This modal overlays the expanded state of the Edit Alerts Module. Content and interactions are consistent across all breakpoints.

In the event of a backend server failure displays a module-level notification.

| FUSION: PROFILE SECTION – ALERT CONTACT INFORMATION, MOBILE ACTIVATION MODAL, CODE REQUEST STATE |   |   |                 |                                                                                                                                |                                                                                                                                                                                         |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |
|--------------------------------------------------------------------------------------------------|---|---|-----------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|
| D                                                                                                | T | M | ELEMENT         | COPY                                                                                                                           | COPY (SPANISH)                                                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                   | ERROR MESSAGES (SPANISH)                                                                                                                                                                                            | CMS ID | NOTES |
|                                                                                                  |   |   | Header          | MOBILE ACTIVATION                                                                                                              | ACTIVACIÓN DE TELÉFONO MÓVIL                                                                                                                                                            |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |
|                                                                                                  |   |   | Dynamic Content |                                                                                                                                |                                                                                                                                                                                         |     |               | Module-level error (CIL error code 001, 5103):<br><br>If user has exceeded their maximum number of activation code entry attempts:<br><br>We were unable to verify the activation code you submitted. Please request a new code. | Module-level error:<br><br>If user has exceeded their maximum number of activation code entry attempts:<br><br>No hemos podido verificar el código de activación que enviaste. Por favor, solicita un nuevo código. |        |       |
|                                                                                                  |   |   | Header          | Activate Your Mobile Number                                                                                                    | Activa tu número de teléfono móvil                                                                                                                                                      |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |
|                                                                                                  |   |   | Copy            | Set up your mobile number for convenient alerts.<br><br>We don't charge for this service, but standard texting rates do apply. | Configura tu número de teléfono móvil para recibir mensajes de alerta convenientes.<br><br>No cobramos por este servicio, pero se aplican las tarifas habituales por mensajes de texto. |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |
|                                                                                                  |   |   | Button          | Send Code                                                                                                                      | Enviar código                                                                                                                                                                           |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |
|                                                                                                  |   |   | Button          | Cancel                                                                                                                         | Cancelar                                                                                                                                                                                |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |
| FUSION: PROFILE SECTION – ALERT CONTACT INFORMATION, MOBILE ACTIVATION MODAL, ENTER CODE STATE   |   |   |                 |                                                                                                                                |                                                                                                                                                                                         |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |
| D                                                                                                | T | M | ELEMENT         | COPY                                                                                                                           | COPY (SPANISH)                                                                                                                                                                          | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                   | ERROR MESSAGES (SPANISH)                                                                                                                                                                                            | CMS ID | NOTES |
|                                                                                                  |   |   | Header          | MOBILE ACTIVATION                                                                                                              | ACTIVACIÓN DE TELÉFONO MÓVIL                                                                                                                                                            |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |
|                                                                                                  |   |   | Header          | Activate Your Mobile Number                                                                                                    | Activa tu número de teléfono móvil                                                                                                                                                      |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |
|                                                                                                  |   |   | Copy            | Check your mobile phone for the activation code and enter it below.                                                            | Verifica el código de activación en tu teléfono móvil e ingrésalo a continuación.                                                                                                       |     |               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                     |        |       |

|  |  |  |             |                    |                        |  |  |                                                                                                                                                              |                                                                                                                                                                           |  |  |
|--|--|--|-------------|--------------------|------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Field Label | Activation Code    | Código de activación   |  |  | Client-side/server-side errors:<br><br>If user has entered the wrong code, field is blank, or code has expired:<br><br>Please enter a valid activation code. | Client-side/server-side errors:<br><br>If user has entered the wrong code, field is blank, or code has expired:<br><br>Por favor, ingresa un código de activación válido. |  |  |
|  |  |  | Link        | Request a new code | Solicitar nuevo código |  |  |                                                                                                                                                              |                                                                                                                                                                           |  |  |
|  |  |  | Button      | Activate           | Activar                |  |  |                                                                                                                                                              |                                                                                                                                                                           |  |  |
|  |  |  | Button      | Cancel             | Cancelar               |  |  |                                                                                                                                                              |                                                                                                                                                                           |  |  |

Fusion 7 White Label Standard

# Profile Landing Page

# Wireframe: Profile Landing Page, Large & Extra Small View

Header

Menu Module

I Want To Module

Page Title

Card Selector

Card Profile

My Settings

FAQ

User Profile

Contact Us

Language Selector

Footer

Header

Menu

Page Title

Card Selector

Card Profile

User Profile

My Settings

FAQ

Contact Us

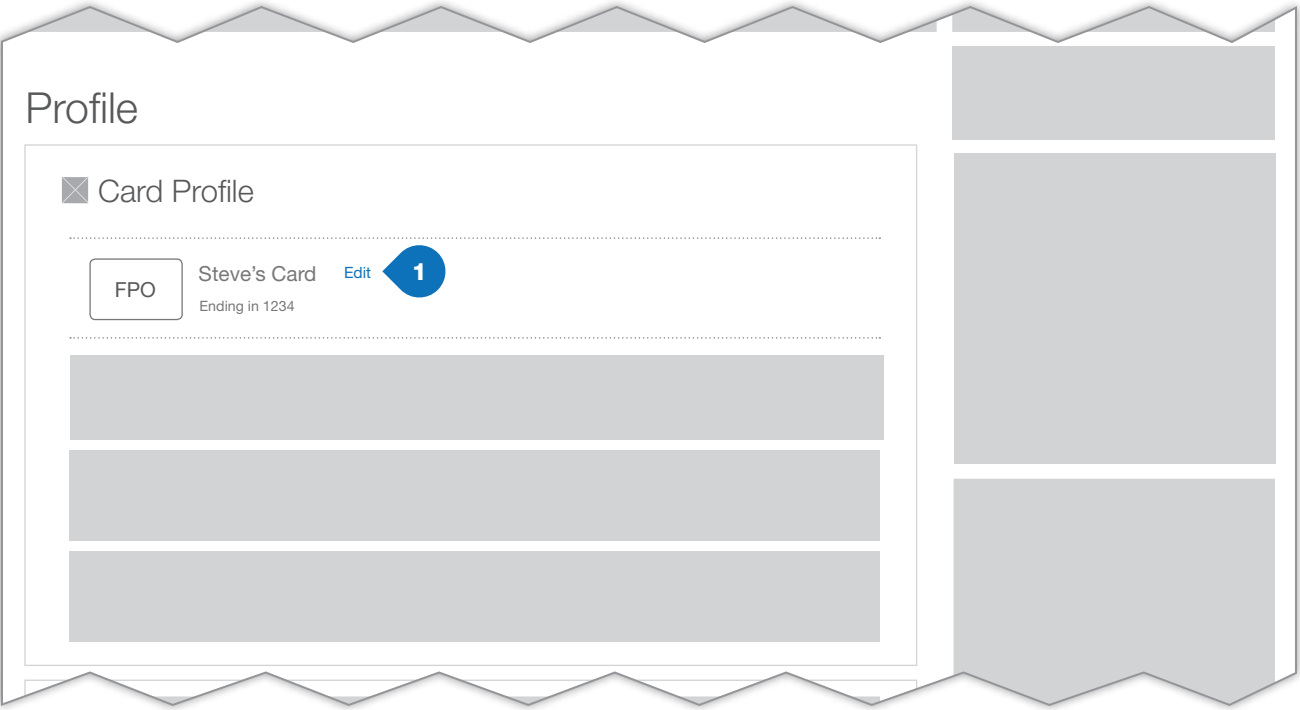
Language Selector



Fusion 7 White Label Standard

# Card Profile Module

Wireframe: Card Profile Module - Card Details, Large View



Page Notes

Module Type: Transactional Module

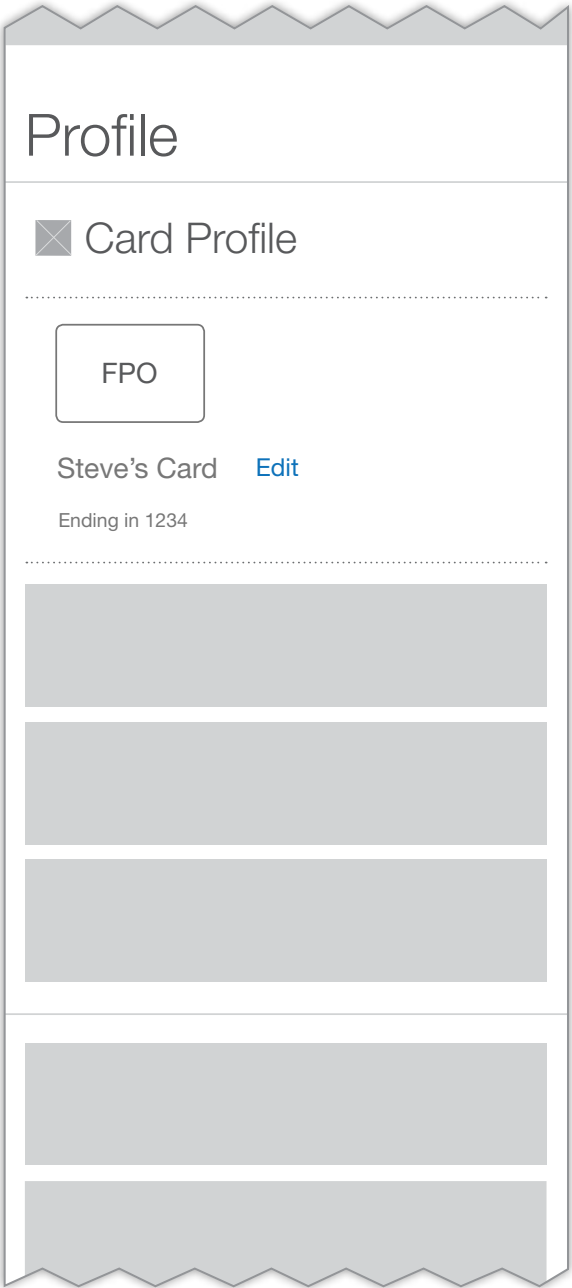
This is the default view of the Card Details within the Card Profile Module. Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, display a page level notification.

Interaction Notes

| Key | Element   | Action                                             | Notes                                                                          |
|-----|-----------|----------------------------------------------------|--------------------------------------------------------------------------------|
| 1   | Edit Link | onClick displays the edit view of the Card Details | Conditional content. Link may not appear depending upon user's account status. |



Wireframe: Card Profile Module - Card Details, Extra Small View

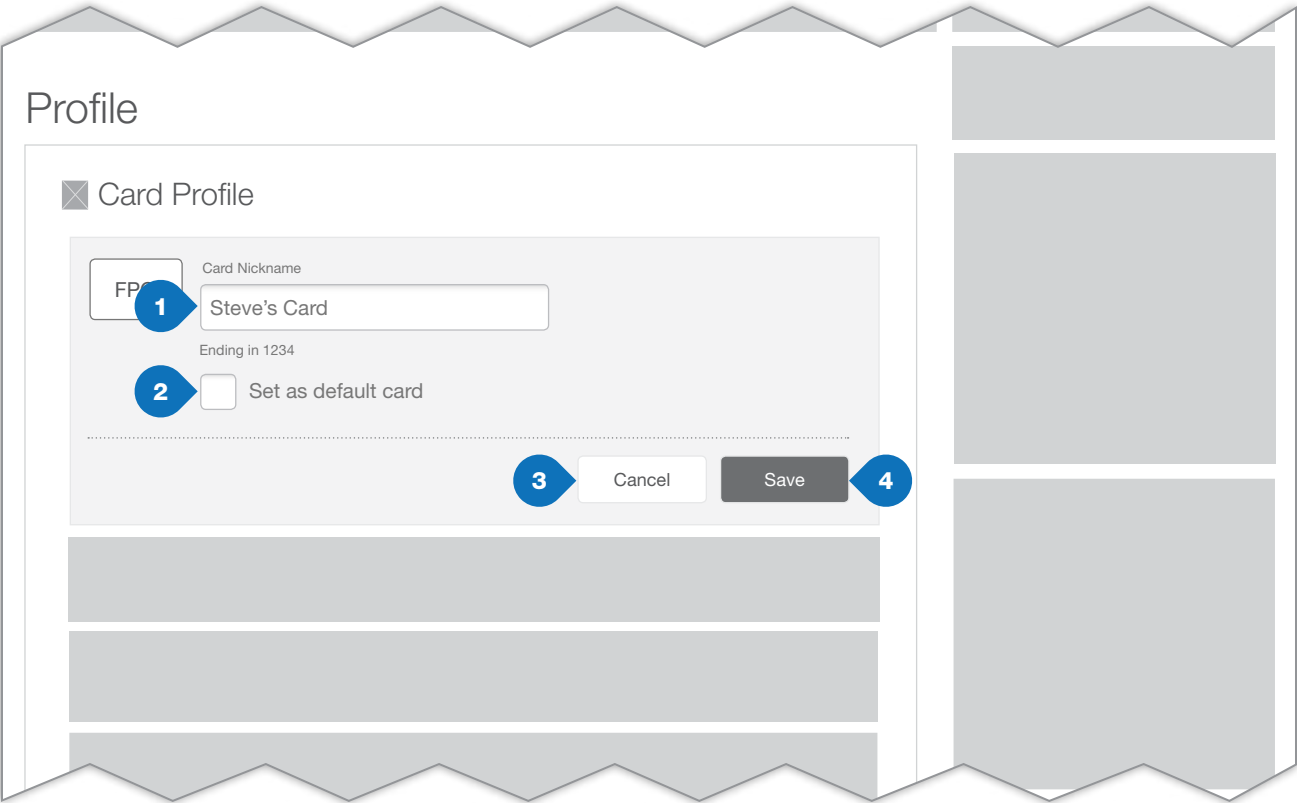


Page Notes

Module Type: Transactional Module

This is the default view of the Card Details within the Card Profile Module. Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, displays page level notification.

Wireframe: Card Profile Module - Edit Card Details, Large View



Page Notes

Module Type: Transactional Module

This is the Edit view of the Card Details within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal. If the user made no changes in the Edit view then do not display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element                      | Action                                                                                        | Notes                                                                                                                                                                                                |
|-----|------------------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Nickname Field          | onClick activates field                                                                       | Pre-populates field with existing card nickname<br><br>Conditional. Nickname is optional unless the user has already assigned the card a nickname. At that point, card nickname is a required field. |
| 2   | Set as default card Checkbox | onClick selects and deselects checkbox                                                        | Conditional. Checkbox only appears for non-default cards.                                                                                                                                            |
| 3   | Cancel Button                | onClick cancels changes and displays the default Card Details view                            |                                                                                                                                                                                                      |
| 4   | Save Button                  | onClick saves changes and displays Confirmation Notification in the default Card Details view |                                                                                                                                                                                                      |

Wireframe: Card Profile Module - Edit Card Details, Extra Small View

Profile

✕ Card Profile

FPO

Card Nickname

Steve’s Card

Ending in 1234

☐ Set as default card

Save

Cancel

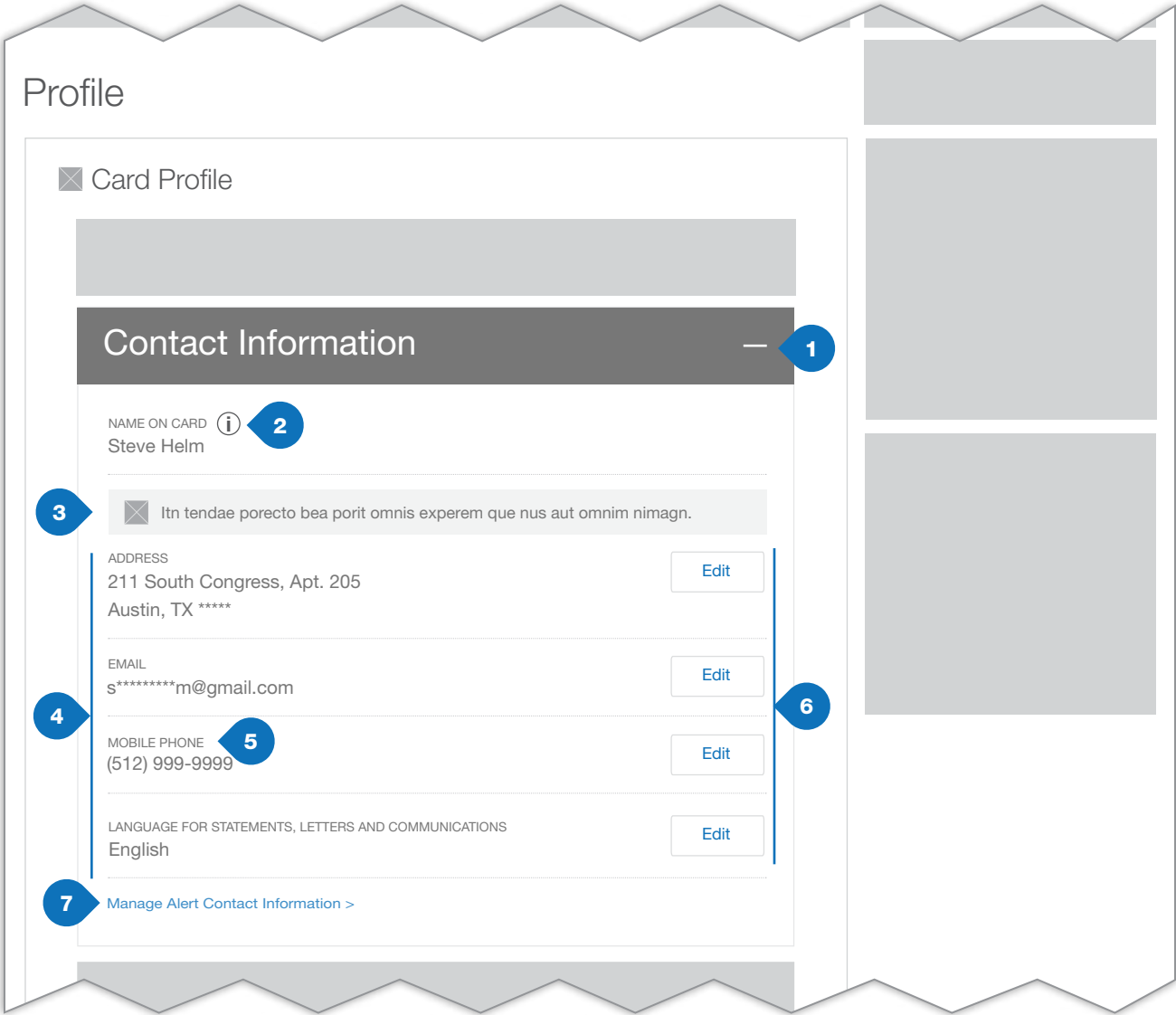
Page Notes

Module Type: Transactional Module

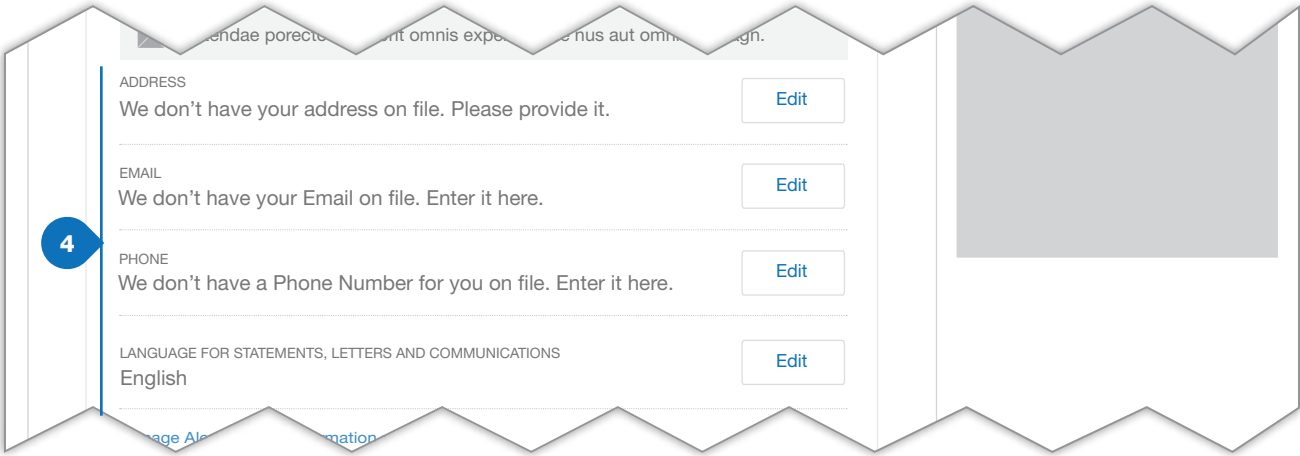
This is the Edit view of the Card Details within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal. If the user made no changes in the Edit view then do not display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, displays page level notification.

Wireframe: Card Profile Module - Expanded Contact Information, Large View



Large View - With Confirmation, Profile Page



Large View - No Address, Email or Phone on File, Profile Page

Page Notes

Module Type: Transactional Module

This is the default view of the Contact Information drawer within the Card Profile Module. Name on Card cannot be edited. Content and interactions are consistent across all breakpoints. If the drawer fails to load, display Failure. If access to the information in this drawer is restricted, displays a drawer level notification.

Interaction Notes

| Key | Element                          | Action                                                      | Notes                                                                                                                                                                                                                                                                           |
|-----|----------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | "- / +" Button                   | onClick displays the contact information drawer             | Expand only one drawer at a time.                                                                                                                                                                                                                                               |
| 2   | Tooltip Icon                     | onClick displays the tooltip content                        |                                                                                                                                                                                                                                                                                 |
| 3   | Section-Level Message            | None                                                        | Conditional content. Displays message above the content of applicable section after saving changes. It remains until user clicks away or page refreshes. This behavior is common for all the drawers on this page.                                                              |
| 4   | Contact Information Text         | None                                                        | Dynamic content. Displays most current information associated with the account. See Copy for when user does not have contact information on file.<br><br>Read-only content. No editing capabilities in this view.<br><br>All information can be edited except for Name On Card. |
| 5   | Phone Field and Label            | None                                                        | Conditional content. Appears only if user has phone numbers on file. If there is no phone on file, see copy deck for conditional content.                                                                                                                                       |
| 6   | Edit Button                      | onClick displays the edit view of the corresponding section |                                                                                                                                                                                                                                                                                 |
| 7   | Manage Alert Contact Information | onClick displays the Manage Alerts Page                     | Conditional content. Does not appear if the user does not have access to Update Alerts or has not enrolled in Alerts.                                                                                                                                                           |

Wireframe: Card Profile Module - Expanded Contact Information, Extra Small View

Profile

Card Profile

Contact Information

NAME ON CARD ⓘ  
Steve Helm

Itn tendae porecto bea porit  
omnis experem qu omnim.

ADDRESS  
211 South Congress, Apt. 205  
Austin, TX \*\*\*\*\*

Edit

EMAIL  
s\*\*\*\*\*m@gmail.com

Edit

MOBILE PHONE  
(512) 999-9999

Edit

LANGUAGE FOR STATEMENTS, LETTERS  
AND COMMUNICATIONS  
English

Edit

LANGUAGE FOR STATEMENTS, LETTERS  
AND COMMUNICATIONS  
English

Edit

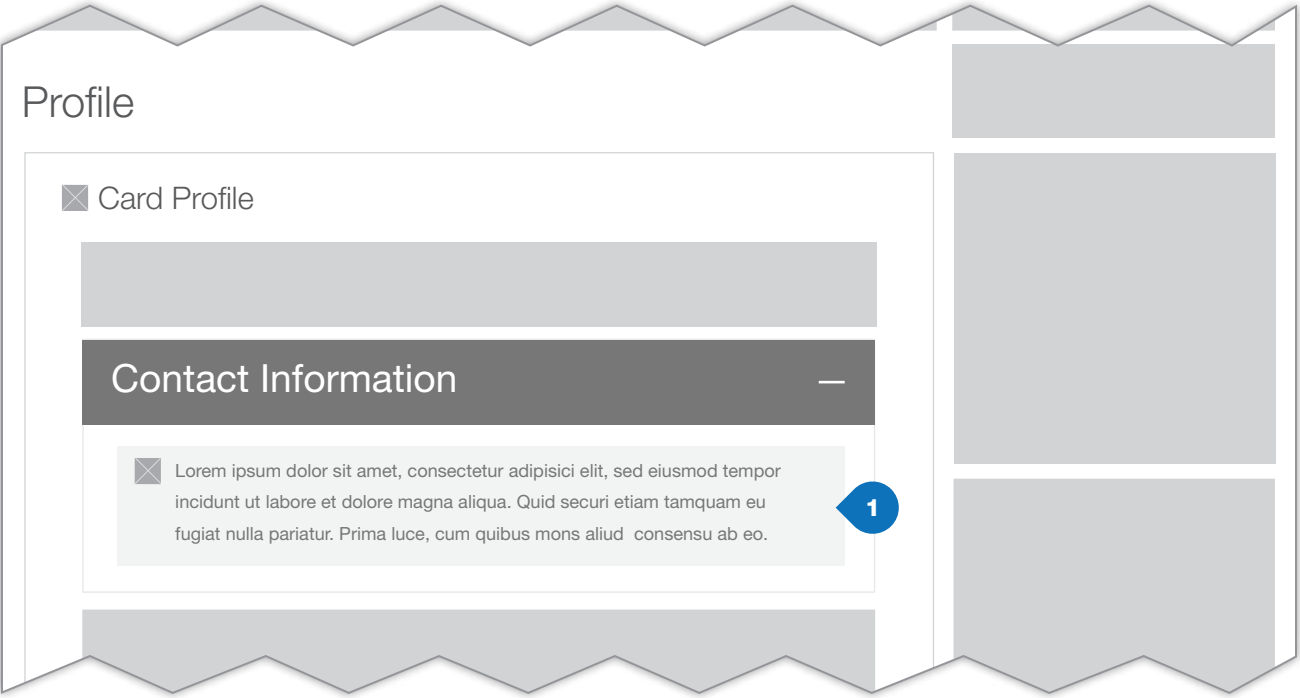
Manage Alert Contact Information >

Page Notes

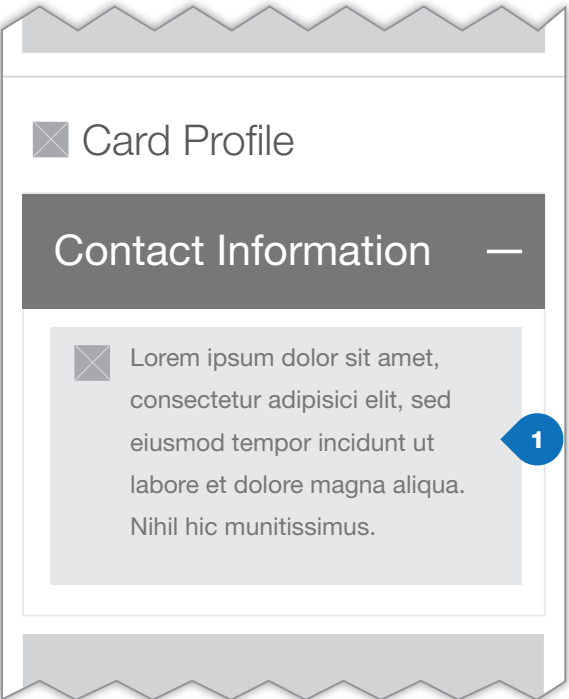
Module Type: Transactional Module

This is the default view of the Contact Information drawer within the Card Profile Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

## Wireframe: Card Profile Module - Restricted Access, Large & Extra Small View



Large View, Profile Page



Extra Small View, Profile Page

### Page Notes

Module Type: Transactional Module

This is the restricted access takeover view of the Contact Information drawer within the Card Profile Module.

This applies for all drawers within both the Card Profile and User Profile modules. Content and interactions are consistent across all breakpoints.

### Interaction Notes

| Key | Element          | Action | Notes                                                                                                           |
|-----|------------------|--------|-----------------------------------------------------------------------------------------------------------------|
| 1   | Takeover Message | None   | Conditional content. Message is displayed if the user is restricted from accessing Contact Information content. |



Wireframe: Card Profile Module - Edit Address, Large View

Profile

✕ Card Profile

Contact Information

ADDRESS

211 South Congress

APT. /SUITE (OPTIONAL)

205

CITY

Austin

STATE

TX

ZIP CODE

\*\*\*\*\*

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn. Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn.

1

Apply these edits to other cards

3

☐ Steve's Card  
Ending in 1234

☐ [Partner Provided Card Name]  
Ending in 4321

4

Cancel

Save

5

Page Notes

Module Type: Transactional Module

This is the Edit Address view of the Contact Information drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element                          | Action                                                                                                                                              | Notes                                                                                                                                                                                     |
|-----|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Form Fields                      | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error | Dynamic content. Pre-populates fields with existing address in account                                                                                                                    |
| 2   | Apply these edits to other cards | onClick displays and hides eligible cards                                                                                                           | Conditional content. Appears only if there are eligible linked cards.                                                                                                                     |
| 3   | Checkbox                         | onClick selects and deselects checkbox                                                                                                              | Conditional content. Reveal checkboxes if the user selects 'Apply changes to additional cards'<br><br>If the user has pre-selected any cards, do not pre-populate previous saved entries. |
| 4   | Cancel Button                    | onClick cancels changes and displays the default state of the Contact Information drawer                                                            | See Wireframe: Card Profile Module - Expanded Contact Information, Large View.                                                                                                            |
| 5   | Save Button                      | onClick saves changes and displays Confirmation Notification                                                                                        | See Wireframe: Card Profile Module - Expanded Contact Information, Large View.                                                                                                            |

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Wireframe: Card Profile Module - Edit Address, Extra Small View

Profile

✕

Card Profile

Contact Information

ADDRESS

211 South Congress

APT. /SUITE (OPTIONAL)

205

CITY

Austin

STATE

TX

ZIP CODE

\*\*\*\*\*

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn. Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn.

– Apply these edits to other cards

☐

Steve’s Card  
Ending in 1234

Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn.

– Apply these edits to other cards

☐

Steve’s Card  
Ending in 1234

☐

[Partner Provided Card Name]  
Ending in 4321

Save

Cancel

Page Notes

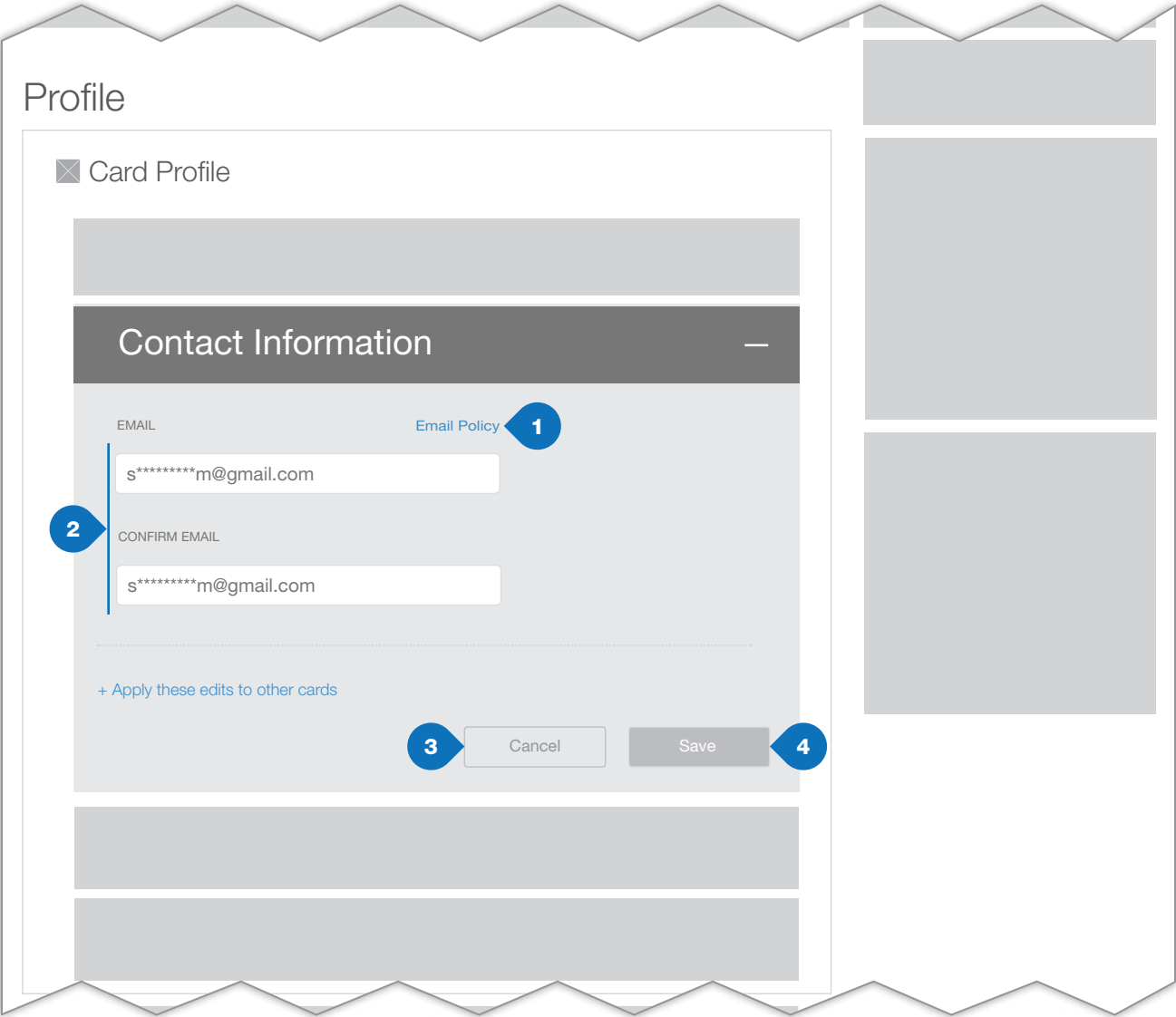
Module Type: Transactional Module

This is the Edit Address view of the Contact Information drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.



Wireframe: Card Profile Module - Edit Email, Large View



Page Notes

Module Type: Transactional Module

This is the Edit Email view of the Contact Information drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element           | Action                                                                                                                                                                                                                 | Notes                                                                                              |
|-----|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| 1   | Email Policy Link | onClick displays the Content Modal Module with the Email Policy content                                                                                                                                                | See Wireframe: Content Modal Module, Large View                                                    |
| 2   | Email Form Fields | onFocus activates the field and the Email Field Help is displayed; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error | Pre-fill the field with the user's email address if they have one associated with the account      |
| 3   | Cancel Button     | onClick cancels changes and displays the default state of the Contact Information drawer                                                                                                                               | See Wireframe: Card Profile Module - Expanded Contact Information, Large View                      |
| 4   | Save Button       | onClick saves changes and displays Confirmation Notification                                                                                                                                                           | See Wireframe: Card Profile Module - Expanded Contact Information, Large View for similar behavior |

Wireframe: Card Profile Module - Edit Email, Extra Small View

Profile

✕

Card Profile

Contact Information

EMAIL

Email Policy

s\*\*\*\*\*m@gmail.com

CONFIRM EMAIL

s\*\*\*\*\*m@gmail.com

+ Apply these edits to other cards

Save

Cancel

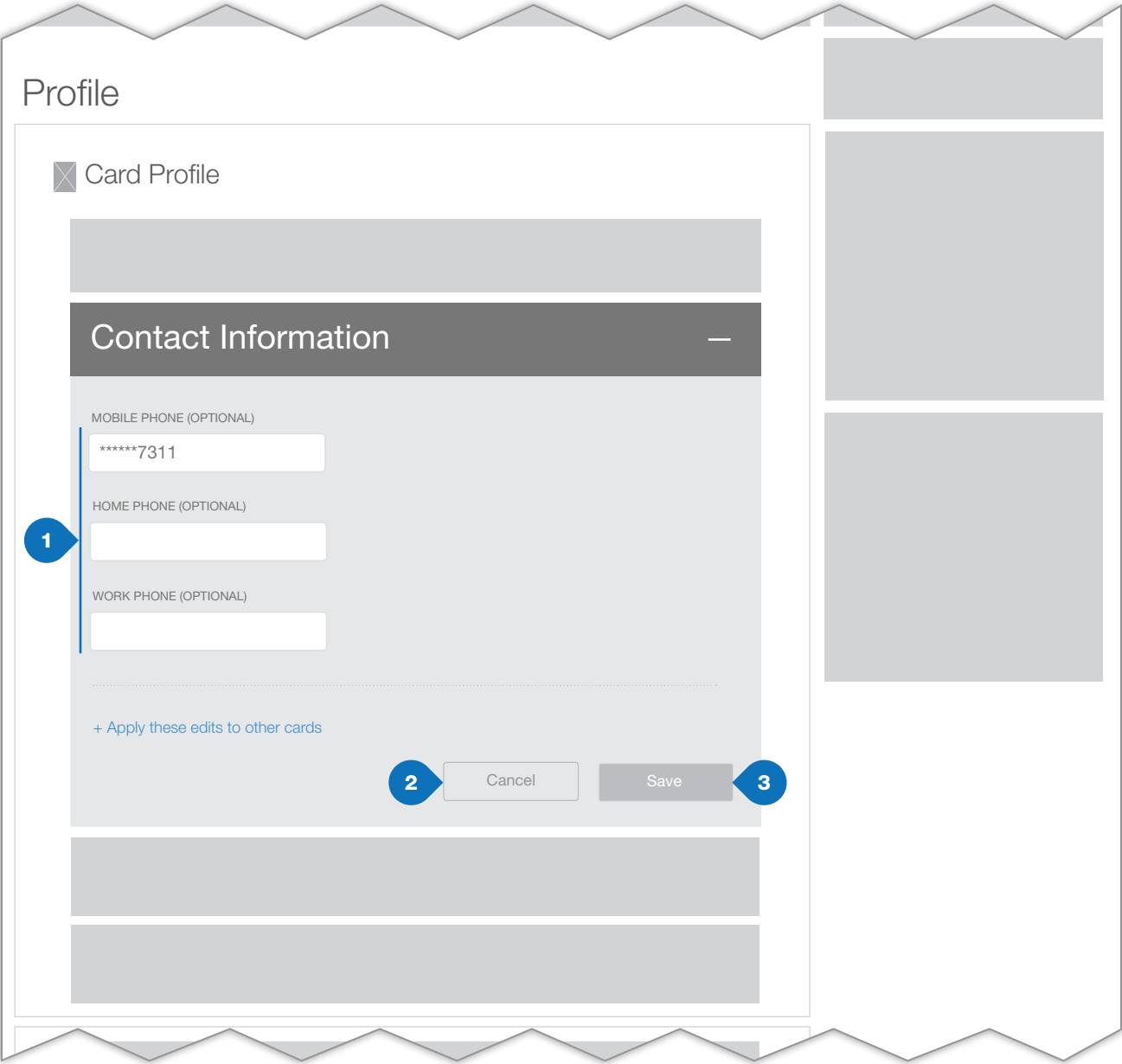
Page Notes

Module Type: Transactional Module

This is the Edit Email view of the Contact Information drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

Wireframe: Card Profile Module - Edit Phone, Large View



Page Notes

Module Type: Transactional Module

This is the Edit Phone view of the Contact Information drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element           | Action                                                                                                                                                                                                                    | Notes                                                                                                     |
|-----|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 1   | Phone Form Fields | onFocus activates the field and displays the Phone Number Field Help; when the user exits the field the Field Help closes and the data is validated for formatting, if an error is found then displays a form field error | Pre-fills fields with phone numbers on file.<br>See <i>Wireframe: Profile Form- Field Help</i>            |
| 2   | Cancel Button     | onClick cancels changes and displays the default state of the Contact Information drawer                                                                                                                                  | See <i>Wireframe: Card Profile Module - Expanded Contact Information, Large View.</i>                     |
| 3   | Save Button       | onClick saves changes and displays Confirmation Notification                                                                                                                                                              | See <i>Wireframe: Card Profile Module - Expanded Contact Information, Large View</i> for similar behavior |

Wireframe: Card Profile Module - Edit Phone, Extra Small View

Profile

✕

Card Profile

Contact Information

MOBILE PHONE (OPTIONAL)

\*\*\*\*\*7311

HOME PHONE (OPTIONAL)

WORK PHONE (OPTIONAL)

+ Apply these edits to other cards

Save

Cancel

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Page Notes

Module Type: Transactional Module

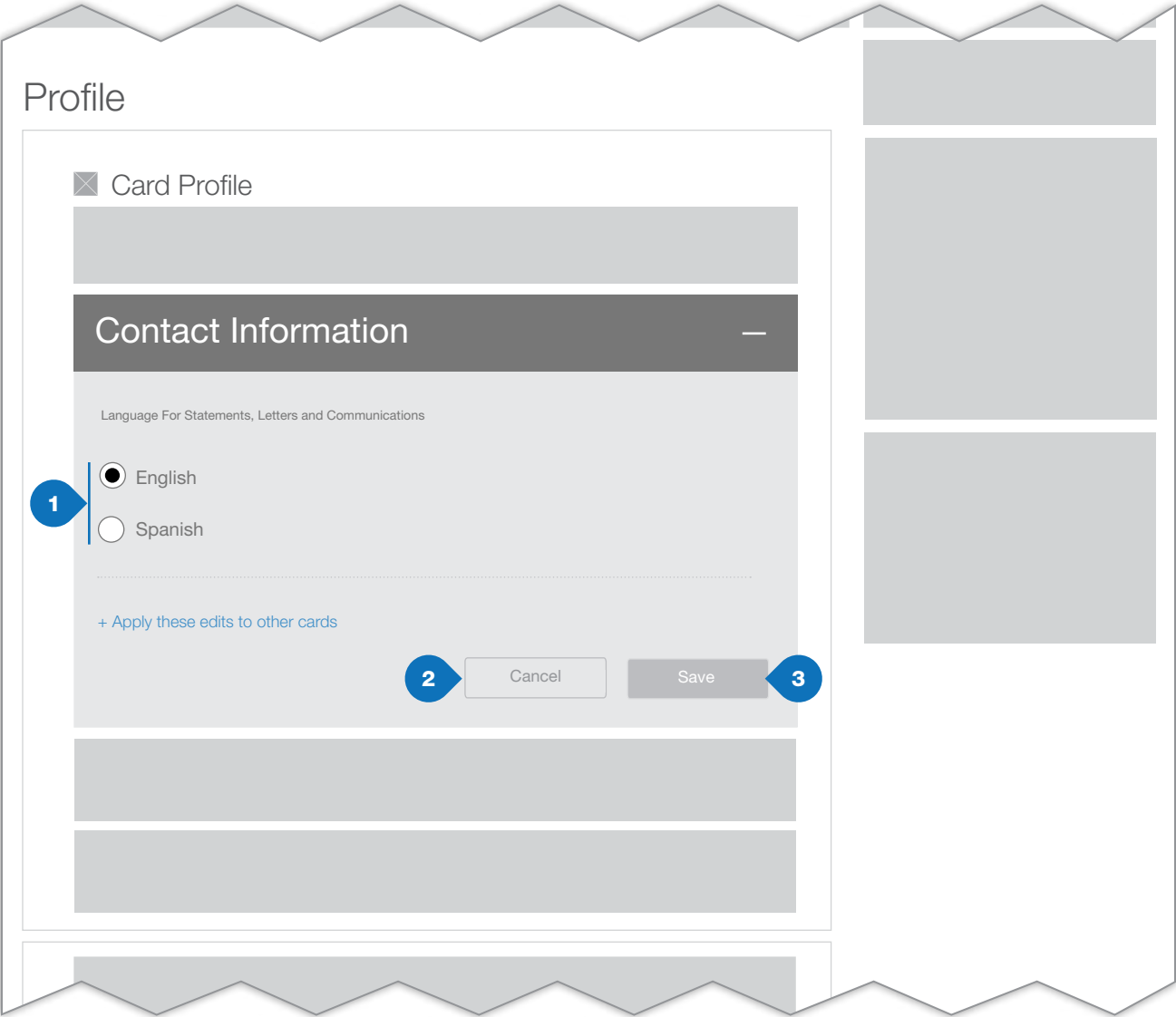
This is the Edit Phone view of the Contact Information drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

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Wireframe: Card Profile Module - Edit Language, Large View



Page Notes

Module Type: Transactional Module

This is the Edit Language view of the Contact Information drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element                                                          | Action                                                                                   | Notes                                                                                                                         |
|-----|------------------------------------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| 1   | Language for Statements, Letters and Communications Radio Button | onClick selects and deselects options                                                    | Defaults to English if user has not set a preference. Either English or Spanish must be selected.                             |
| 2   | Cancel Button                                                    | onClick cancels changes and displays the default state of the Contact Information drawer | See Wireframe: Card Profile Module - Expanded Contact Information, Large View.                                                |
| 3   | Save Button                                                      | onClick saves changes and displays Confirmation Notification                             | See Wireframe: Card Profile Module - Expanded Contact Information, Large View for similar behavior                            |
|     |                                                                  |                                                                                          | Conditional content. If the language that the user selects does not match the current language, displays Edit Language modal. |

Wireframe: Card Profile Module - Edit Language, Extra Small View

Profile

✕ Card Profile

Contact Information

Language for Statements, Letters & Communications

☒ English

☐ Spanish

+ Apply these edits to other cards

Save

Cancel

Page Notes

Module Type: Transactional Module

This is the Edit Language view of the Contact Information drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

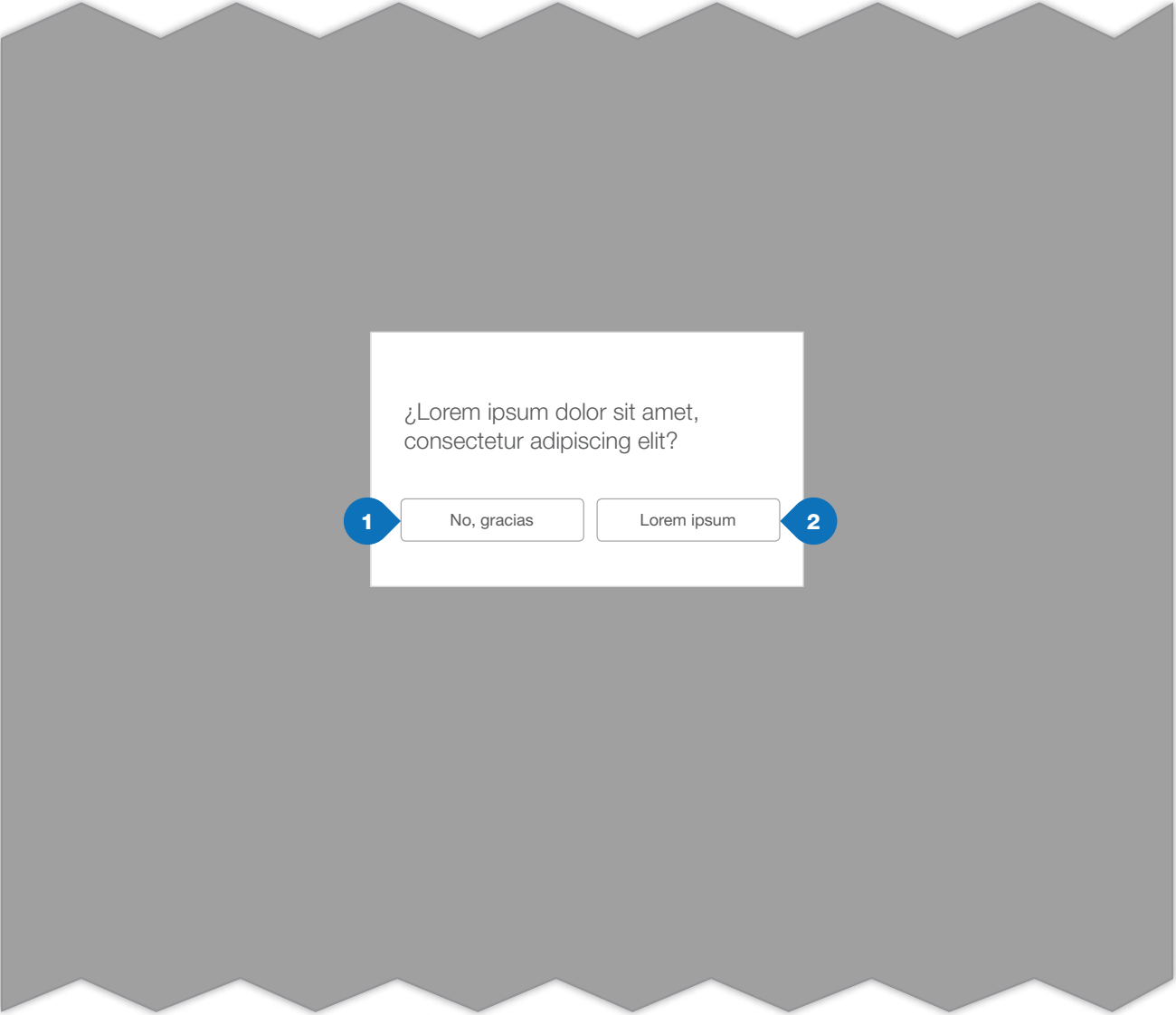
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Wireframe: Card Profile Module - Edit Language Modal, Large View



Page Notes

Module Type: Transactional Module

This is the Edit Language Modal of the Contact Information drawer within the Card Profile Module. The language in the modal will reflect the language they just previously selected. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                | Action  | Notes                                                                              |
|-----|------------------------|---------|------------------------------------------------------------------------------------|
| 1   | Cancel Button          | onClick | does not change site language                                                      |
| 2   | Change Language Button | onClick | changes site language to match Language for Statements, Letters and Communications |

## Wireframe: Card Profile Module - Edit Language Modal, Extra Small View



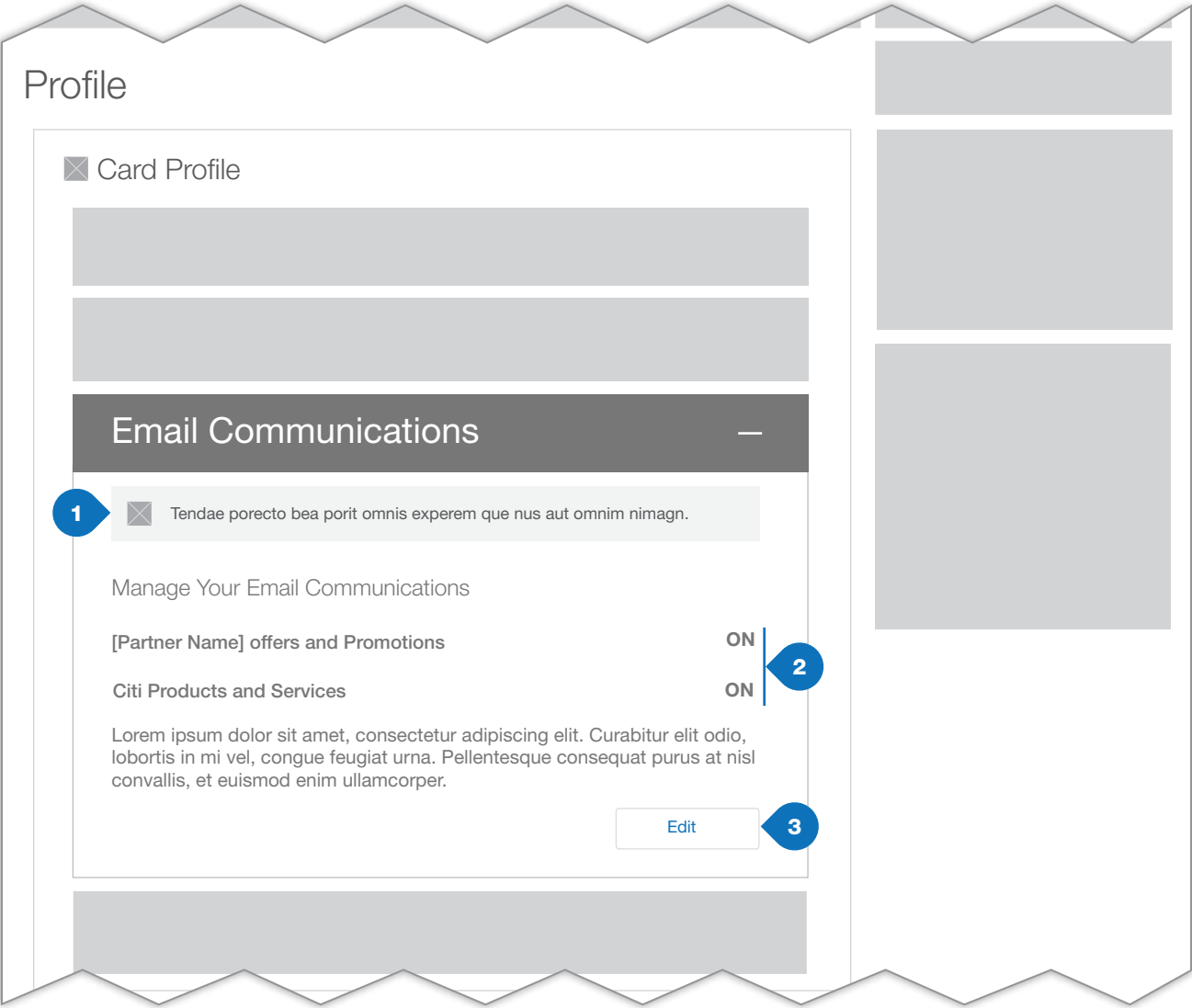
### Page Notes

Module Type: Transactional Module

This is the Edit Language Modal of the Contact Information drawer within the Card Profile Module. Content and interactions are consistent across all breakpoints.



Wireframe: Card Profile Module - Expanded Email Communications, Large View



Page Notes

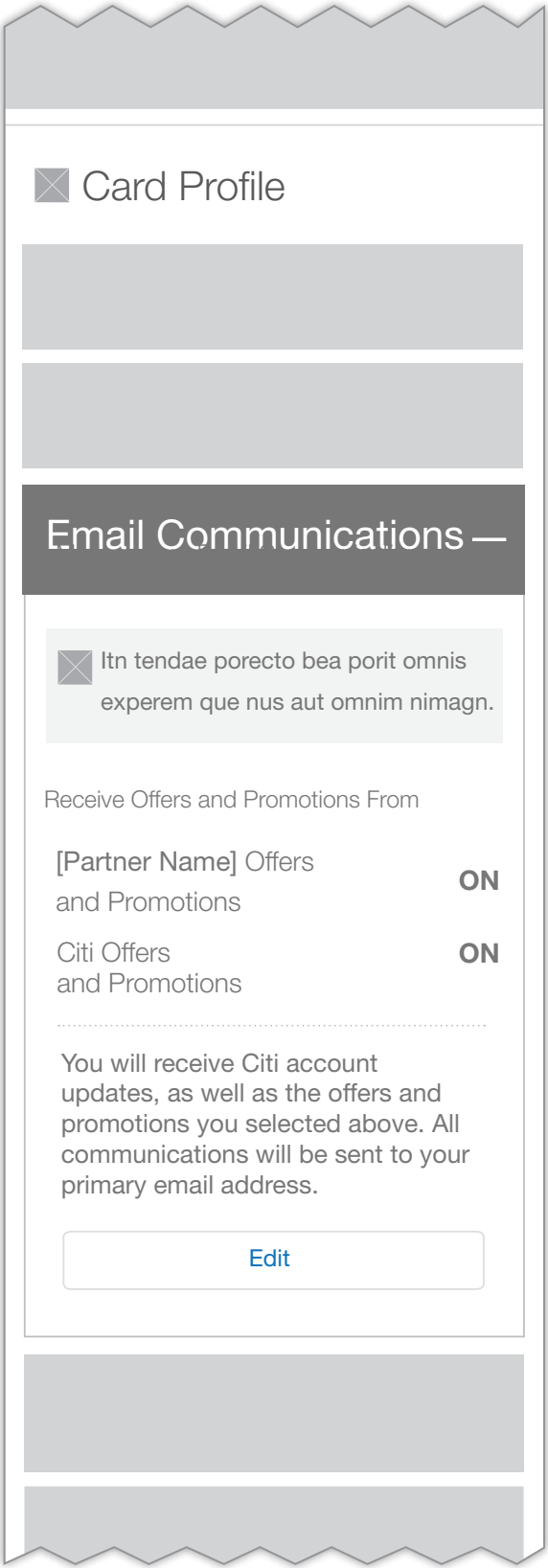
Module Type: Transactional Module

This is the default view of the expanded Email Communications drawer within the Card Profile Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element                             | Action                                                      | Notes                                                                                                                                                                                                                            |
|-----|-------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Section-Level Message               | None                                                        | Conditional content. Displays message above the content of each section after changes are saved for each section. It remains until user clicks away or page refreshes. This behavior is common for all the drawers on this page. |
| 2   | Email Communications Selection Text | None                                                        | Dynamic content. Displays most current information associated with the account.                                                                                                                                                  |
| 3   | Edit Button                         | onClick displays the edit view of the corresponding section |                                                                                                                                                                                                                                  |

Wireframe: Card Profile Module - Expanded Email Communications, Extra Small View

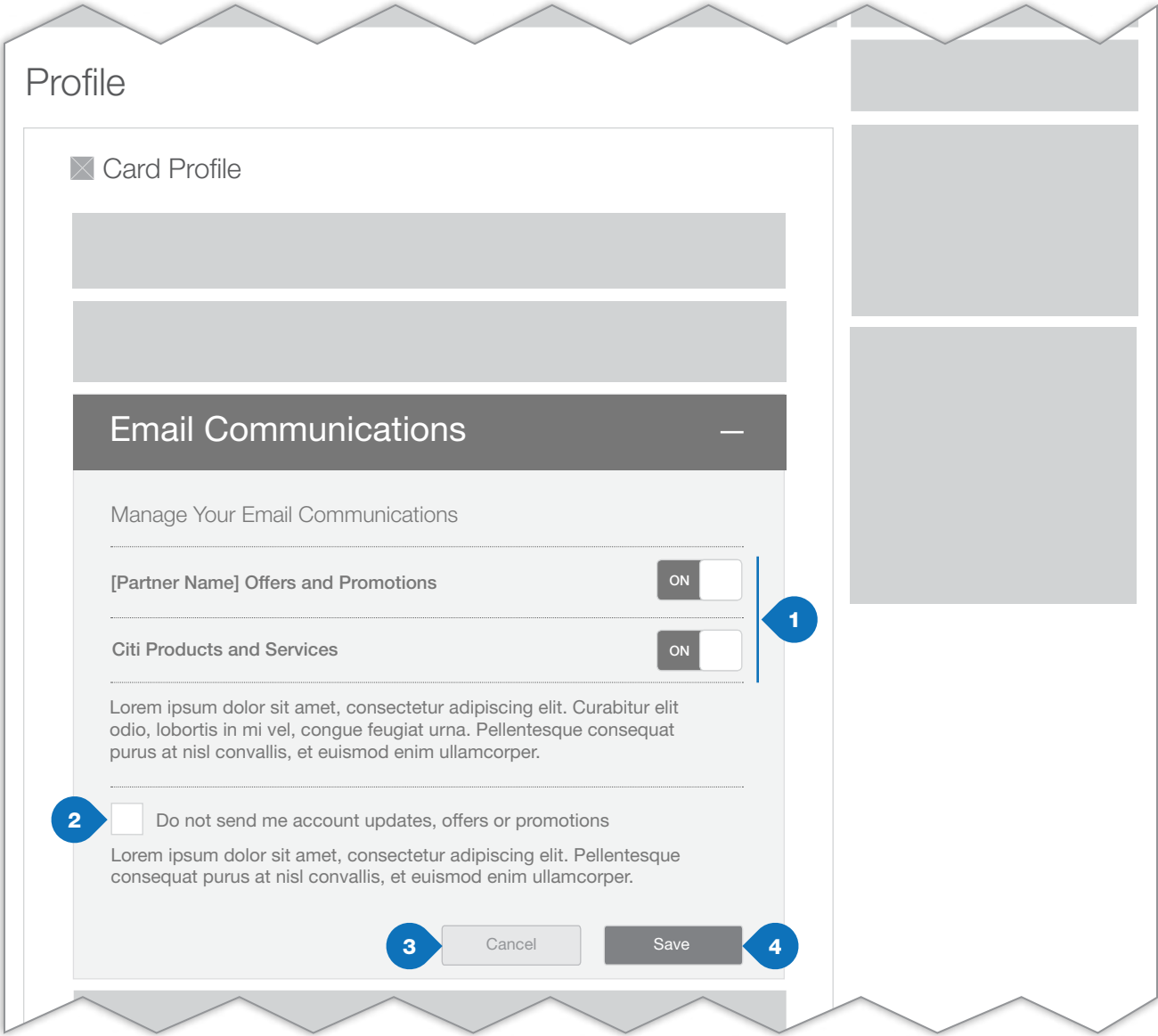


Page Notes

Module Type: Transactional Module

This is the default view of the expanded Email Communications drawer within the Card Profile Module. Hide drawer if there is no email on file. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

Wireframe: Card Profile Module - Edit Email Communications, Large View



| Page Notes                                                                                                                                                                                                                                                                                                                                                                                                                                   |                  |                                                                                           |                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Module Type: Transactional Module</p> <p>This is the Edit view of the Email Communications drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.</p> <p>Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.</p> |                  |                                                                                           |                                                                                                                                                                                                                                  |
| Interaction Notes                                                                                                                                                                                                                                                                                                                                                                                                                            |                  |                                                                                           |                                                                                                                                                                                                                                  |
| Key                                                                                                                                                                                                                                                                                                                                                                                                                                          | Element          | Action                                                                                    | Notes                                                                                                                                                                                                                            |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                            | On / Off Toggles | onClick toggles to On or Off                                                              | Displays all ON on default<br><br>If Do Not Send checkbox is selected turning on toggles deselects the checkbox                                                                                                                  |
| 2                                                                                                                                                                                                                                                                                                                                                                                                                                            | Checkbox         | onClick selects and deselects checkbox                                                    | Selecting this checkbox will turn all toggles to Off.                                                                                                                                                                            |
| 3                                                                                                                                                                                                                                                                                                                                                                                                                                            | Cancel Button    | onClick cancels changes and displays the default state of the Email Communications drawer | See <i>Wireframe: Card Profile Module - Expanded Email Communications, Large View</i> .                                                                                                                                          |
| 4                                                                                                                                                                                                                                                                                                                                                                                                                                            | Save Button      | onClick saves changes and displays Confirmation Notification                              | See <i>Wireframe: Card Profile Module - Expanded Email Communications, Large View</i> for similar behavior<br><br>If the user clicks the check box and then deselects it without hitting save, the onLoad settings are restored. |

Wireframe: Card Profile Module - Edit Email Communications, Extra Small View

Profile

✕

Card Profile

Email Communications —

Manage Your Email Communications

[Partner Name] Offers and Promotions

ON

Citi Offers and Promotions

ON

You will receive Citi account updates, as well as the offers and promotions you selected above. All communications will be sent to your primary email address.

☐

Do not send me account updates, offers or promotions

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

Save

Cancel

Page Notes

Module Type: Transactional Module

This is the Edit view of the Email Communications drawer within the Card Profile Module. If the user clicks away while editing, display Cancel Confirmation Modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If access to the information in this drawer is restricted, displays page level notification.

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# Wireframe: Card Profile Module - Edit Email Communications, Preferences

Email Communications

Manage Your Email Communications

[Partner Name] Offers and Promotions

ON

Citi Products and Services

ON

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur elit odio, lobortis in mi vel, congue feugiat urna. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

☐

 Do not send me account updates, offers or promotions

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

Cancel

Save

Preference B

Email Communications

Manage Your Email Communications

[Partner Name] Offers and Promotions

ON

Citi Products and Services

OFF

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur elit odio, lobortis in mi vel, congue feugiat urna. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

☐

 Do not send me account updates, offers or promotions

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

Cancel

Save

Preference G

Email Communications

Manage Your Email Communications

[Partner Name] Offers and Promotions

OFF

Citi Products and Services

ON

You will receive Citi account updates, as well as the offers and promotions you selected above. All communications will be sent to your primary email address.

☐

 Do not send me account updates, offers or promotions

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

Cancel

Save

Preference Y

Email Communications

Manage Your Email Communications

[Partner Name] Offers and Promotions

OFF

Citi Products and Services

OFF

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur elit odio, lobortis in mi vel, congue feugiat urna. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

☐

 Do not send me account updates, offers or promotions

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

Cancel

Save

Preference N

Email Communications

Manage Your Email Communications

[Partner Name] Offers and Promotions

OFF

Citi Products and Services

OFF

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur elit odio, lobortis in mi vel, congue feugiat urna. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

☒

 Do not send me account updates, offers or promotions

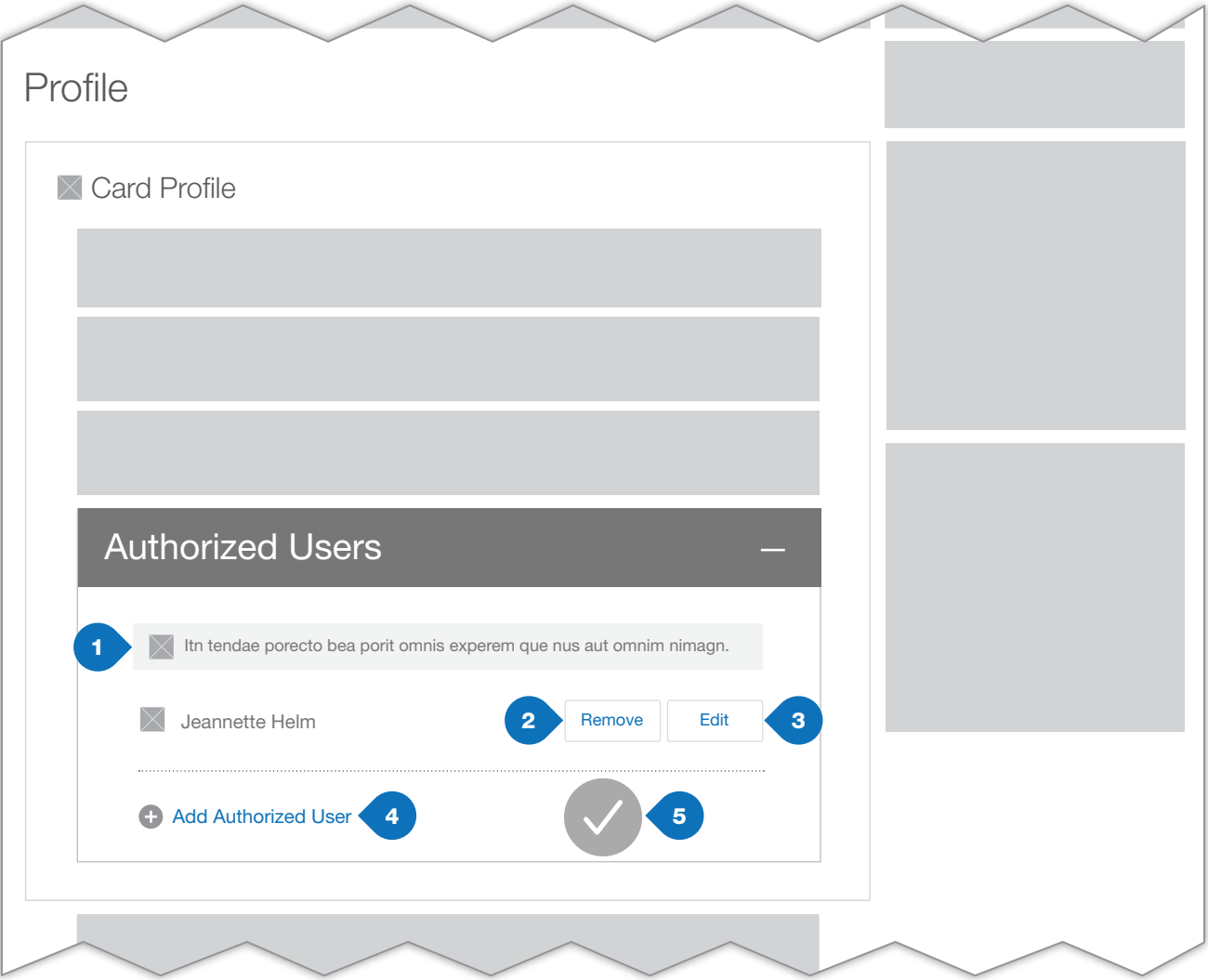
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque consequat purus at nisl convallis, et euismod enim ullamcorper.

Cancel

Save

Preference A

Wireframe: Card Profile Module - Expanded Authorized Users, Large View



Page Notes

Module Type: Transactional Module

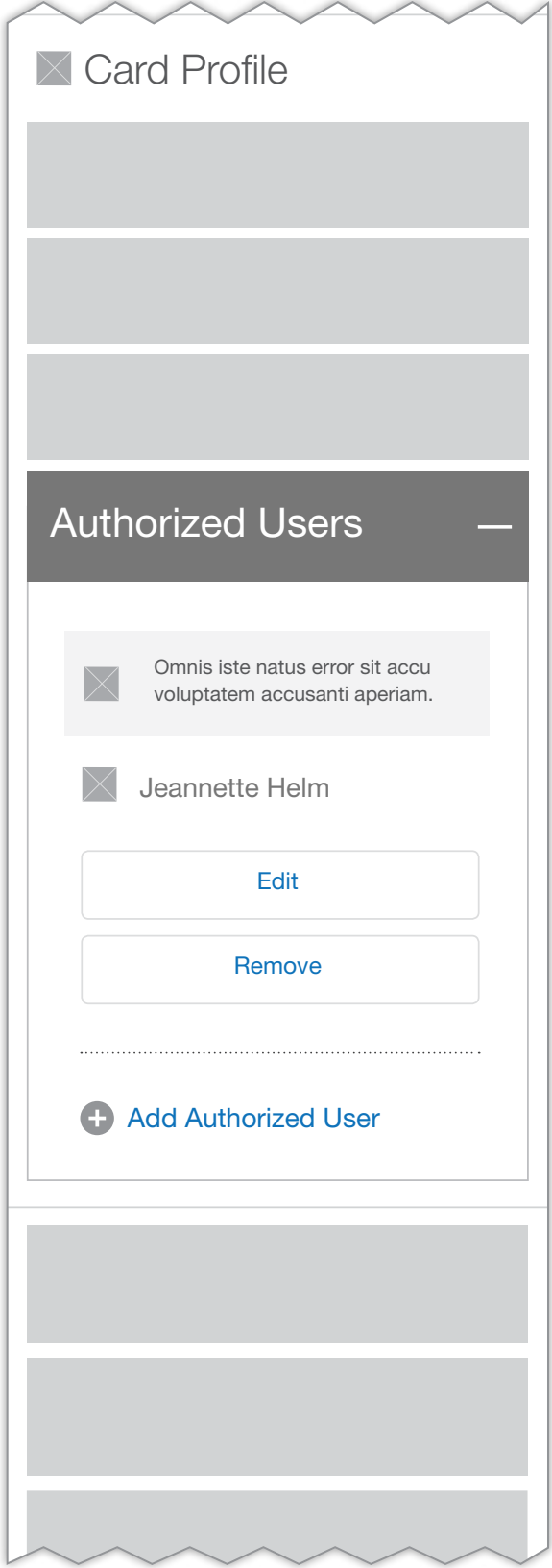
This is the expanded view of the Authorized Users drawer within the Card Profile Module. The user must have a current address on file to be able to receive a card for an authorized user. Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, display drawer level takeover and refer to copy for messaging. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                                                 | Action                                                        | Notes                                                                                                                                                                                                                            |
|-----|---------------------------------------------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Section Level Message - Confirmation                    | None                                                          | Conditional content. Displays message above the content of each section after changes are saved for that section. It remains until user clicks away or page refreshes. This behavior is common for all the drawers on this page. |
| 2   | Remove Link                                             | onClick displays the Remove Authorized Users Modal            | See <i>Wireframe: Remove Authorized Users Modal, Large View</i>                                                                                                                                                                  |
| 3   | Edit Link                                               | onClick displays the Edit view of the Authorized users drawer | See <i>Wireframe: Card Profile Module - Edit Authorized Users Modal, Large View</i>                                                                                                                                              |
| 4   | Add Authorized User Link                                | onClick displays the Add Authorized Users Process Page        | See <i>Wireframe: Add Authorized Users Module, Large View</i><br><br>If there are no Authorized Users, only displays "Add Authorized User" Button                                                                                |
| 5   | Module or Section Level Temporary Confirmation Feedback | None                                                          | Conditional content. Displays confirmation feedback if user successfully removes or edits an authorized user. Feedback remains until user finishes scrolling.                                                                    |



## Wireframe: Card Profile Module - Expanded Authorized Users, Extra Small View



### Page Notes

Module Type: Transactional Module

This is the expanded view of the Authorized Users drawer within the Card Profile Module. The user must have a current address on file to be able to receive a card for an authorized user. Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, display drawer level takeover and refer to copy for messaging. If the module fails to load, displays Module Failure.

Wireframe: Card Profile Module - Edit Authorized User, Large View

✕ Card Profile

Authorized Users

FIRST NAME

Jeannette

MIDDLE INITIAL (OPTIONAL)

LAST NAME

Helm

Please note that issued cards will be mailed to:

[Primary Cardholder Name]

211 South Congress, Apt 205

Austin, TX ●●●●

1

Cancel

Save

2

Page Notes

Module Type: Transactional Module

This is the Edit view of the Authorized Users drawer within the Card Profile Module. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element       | Action                                                                                                                                                                                                                                  | Notes                                                                      |
|-----|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| 1   | Cancel Button | onClick dismisses form and displays the default view of the Authorized Users drawer                                                                                                                                                     | See Wireframe: Card Profile Module - Expanded Authorized Users, Large View |
| 2   | Save Button   | onClick validates entry; if an error is found, a form field error is displayed. Otherwise, submits data and displays confirmation<br><br>If the information could not be validated, displays a module level error and clears all fields | See Wireframe: Card Profile Module - Expanded Authorized Users, Large View |



Wireframe: Card Profile Module - Edit Authorized Users, Extra Small View

✕

Card Profile

Authorized Users

—

FIRST NAME

Jeannette

MIDDLE INITIAL (OPTIONAL)

LAST NAME

Helm

Please note that issued cards will be mailed to:

[Primary Cardholder Name]

211 South Congress, Apt 205

Austin, TX ●●●●●

Save

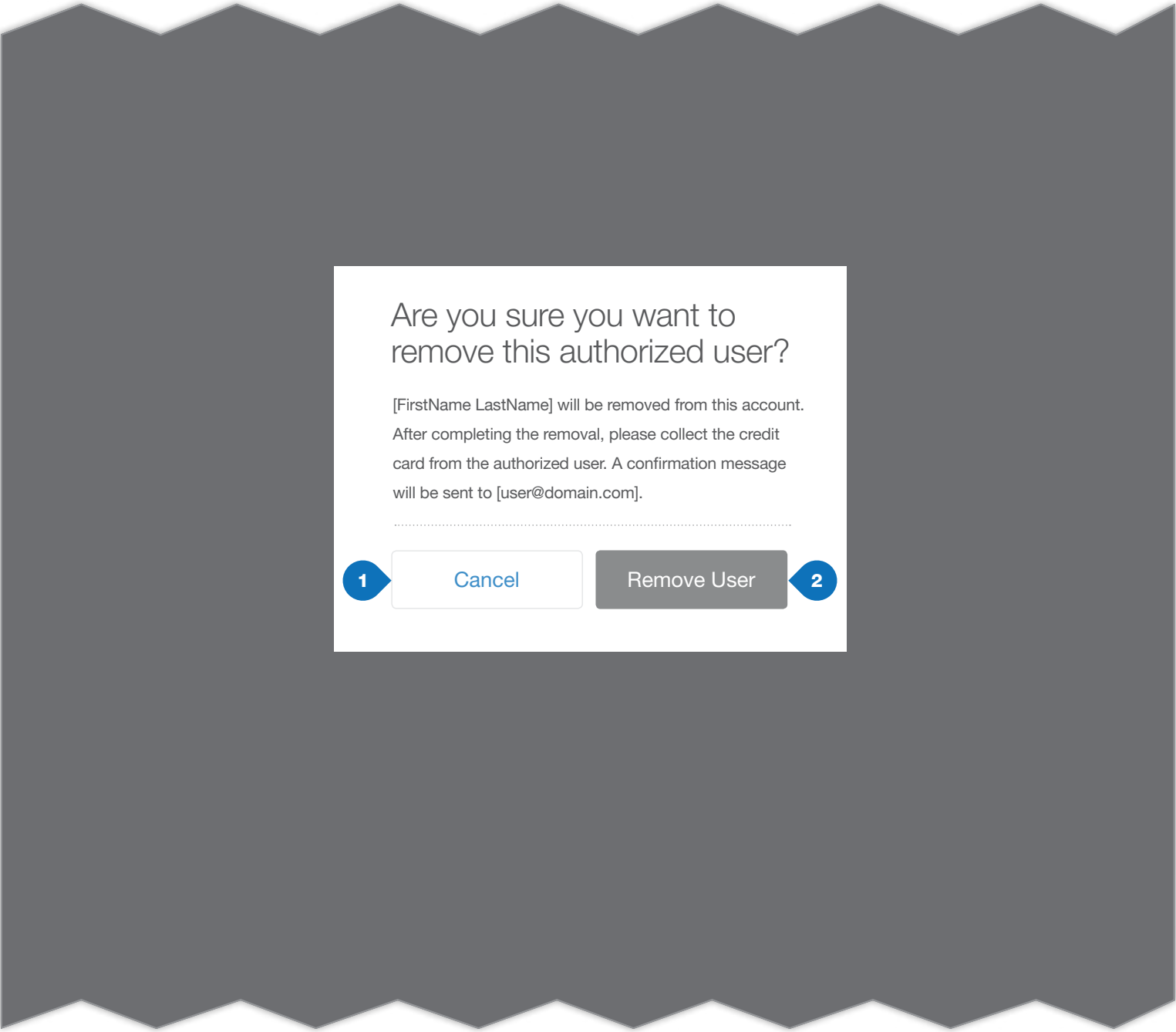
Cancel

Page Notes

Module Type: Transactional Module

This is the Edit view of the Authorized Users drawer within the Card Profile Module. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

Wireframe: Card Profile Module - Remove Authorized User Modal, Large View



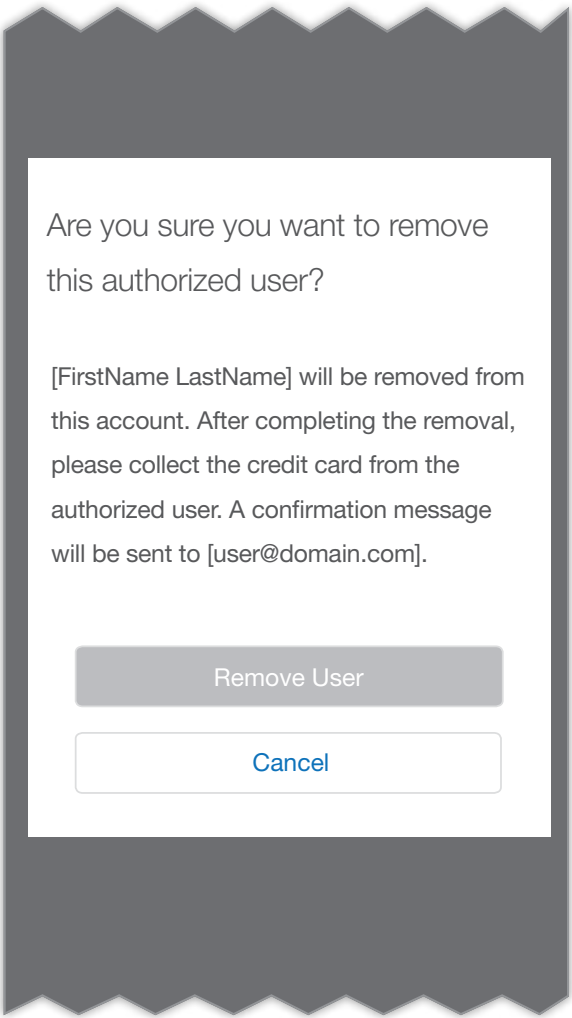
Page Notes

Module Type: Transactional Module  
This is the Remove Authorized User Modal. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element            | Action                                                                                        | Notes                                                                                        |
|-----|--------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| 1   | Cancel Button      | onClick dismisses modal and cancels the removal process                                       | See Wireframe: Card Profile Module - Expanded Authorized Users, Large View.                  |
| 2   | Remove User Button | onClick closes modal, removes selected authorized user and displays Confirmation Notification | See Wireframe: Card Profile Module - Expanded Authorized Users, Large View with Confirmation |

Wireframe: Card Profile Module - Remove Authorized User Modal, Extra Small View



Page Notes

Module Type: Transactional Module  
This is the Remove Authorized User Confirmation Modal. Content and interactions are consistent across all breakpoints.

| FUSION: CARD PROFILE – MODULE HEADER |   |   |                  |                                                                                                                  |                                                                                                              |                                               |                                                            |                |                          |        |                                                                                                                                                         |
|--------------------------------------|---|---|------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------------------------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                                    | T | M | ELEMENT          | COPY                                                                                                             | COPY (SPANISH)                                                                                               | ADA                                           | ADA (SPANISH)                                              | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                   |
|                                      |   |   | Header           | Card Profile                                                                                                     | Perfil de la tarjeta                                                                                         |                                               |                                                            |                |                          |        |                                                                                                                                                         |
| FUSION: CARD PROFILE – CARD DETAILS  |   |   |                  |                                                                                                                  |                                                                                                              |                                               |                                                            |                |                          |        |                                                                                                                                                         |
| D                                    | T | M | ELEMENT          | COPY                                                                                                             | COPY (SPANISH)                                                                                               | ADA                                           | ADA (SPANISH)                                              | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                   |
|                                      |   |   | Conditional Copy | You’ve successfully updated the nickname for your linked card.                                                   | Has actualizado con éxito el apodo para tu tarjeta vinculada.                                                |                                               |                                                            |                |                          |        | CIL error code 000<br><br>Confirmation Message.<br><br>Appears if the user updates a linked card and clicks Save, and the action is successful.         |
|                                      |   |   | Conditional Copy | We were unable to update the nickname for one or more of your linked cards at this time. Please try again later. | No hemos podido actualizar el apodo para tu tarjeta vinculada en este momento. Inténtalo de nuevo más tarde. |                                               |                                                            |                |                          |        | CIL error code 101, 2001<br><br>Failure Message.<br><br>Appears if the user updates a linked card and clicks Save, but the action fails on the backend. |
|                                      |   |   | Image            | [Card Logo]                                                                                                      |                                                                                                              |                                               |                                                            |                |                          |        |                                                                                                                                                         |
|                                      |   |   | Dynamic Data     | [Nickname or Standard Product Name]                                                                              |                                                                                                              |                                               |                                                            |                |                          |        |                                                                                                                                                         |
|                                      |   |   | Button           | Edit                                                                                                             | Editar                                                                                                       | Edit information about card ending in [XXXX]. | Editar información sobre la tarjeta que termina en [XXXX]. |                |                          |        |                                                                                                                                                         |
|                                      |   |   | Table Header     | Ending in [XXXX]                                                                                                 | Que termina en [XXXX]                                                                                        |                                               |                                                            |                |                          |        |                                                                                                                                                         |
|                                      |   |   | Dynamic Data     | [Default]                                                                                                        |                                                                                                              |                                               |                                                            |                |                          |        | Appears if the card is set to default                                                                                                                   |

| FUSION: CARD PROFILE – CARD DETAILS, EDIT STATE |   |   |              |                                     |                                        |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |
|-------------------------------------------------|---|---|--------------|-------------------------------------|----------------------------------------|-------------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------|
| D                                               | T | M | ELEMENT      | COPY                                | COPY (SPANISH)                         | ADA                                                   | ADA (SPANISH)                                                            | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                              | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                              | CMS ID | NOTES                                     |
|                                                 |   |   | Image        | [Card Logo]                         |                                        |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |
|                                                 |   |   | Field Label  | Card Nickname                       | Apodo de la tarjeta                    |                                                       |                                                                          | Client-side Error:<br><br>If special characters, or more than 11 chars:<br><br>Your Card Nickname must be less than 11 characters, and must not include spaces or certain special characters. Please choose a different Nickname.<br><br>Server-side Error (CIL 101, 5079):<br><br>If nickname matches an existing nickname:<br><br>You used this Nickname for another card. Please use a different Nickname for each card. | Client-side Error:<br><br>If special characters, or more than 11 chars:<br><br>El Apodo de tu tarjeta debe tener menos de 11 caracteres y no debe incluir espacios ni ciertos caracteres especiales. Elige un Apodo diferente.<br><br>Server-side Error:<br><br>If nickname matches an existing nickname:<br><br>Has utilizado este Apodo para otra tarjeta. Por favor, utiliza un Apodo diferente para cada tarjeta. |        |                                           |
|                                                 |   |   | Field        | [Nickname or Standard Product Name] |                                        |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |
|                                                 |   |   | Table Header | Ending in [XXXX]                    | Que termina en [XXXX]                  |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |
|                                                 |   |   | Dynamic Data | [Default]                           |                                        |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        | Appears if the card is set to default     |
|                                                 |   |   | Checkbox     | Set as default card                 | Establecer como tarjeta predeterminada |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        | Appears if the card is not set to default |
|                                                 |   |   | Button       | Save                                | Guardar                                | Save nickname for card ending in [XXXX].              | Guardar el apodo para la tarjeta que termina en [XXXX].                  |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |
|                                                 |   |   | Button       | Cancel                              | Cancelar                               | Cancel updates to nickname for card ending in [XXXX]. | Cancelar actualizaciones al apodo para la tarjeta que termina en [XXXX]. |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |
| FUSION: CARD PROFILE – CONTACT INFORMATION      |   |   |              |                                     |                                        |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |
| D                                               | T | M | ELEMENT      | COPY                                | COPY (SPANISH)                         | ADA                                                   | ADA (SPANISH)                                                            | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                              | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                              | CMS ID | NOTES                                     |
|                                                 |   |   | Header       | Contact Information                 | Información de contacto                |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |
|                                                 |   | 1 | Icon         | [Expand Icon]                       |                                        |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |
|                                                 |   | 1 | Icon         | [Collapse Icon]                     |                                        |                                                       |                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |        |                                           |

|  |  |  |                  |                                                                                                                              |                                                                                                                                                |                                                                                |                                                                                                                                             |  |  |  |                                                                                                                                                         |
|--|--|--|------------------|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Image            | [Checkmark Icon]                                                                                                             |                                                                                                                                                |                                                                                |                                                                                                                                             |  |  |  | Appears if the user saves changes successfully                                                                                                          |
|  |  |  | Table Header     | NAME ON CARD                                                                                                                 | NOMBRE EN LA TARJETA                                                                                                                           |                                                                                |                                                                                                                                             |  |  |  |                                                                                                                                                         |
|  |  |  | Dynamic Data     | [FirstName LastName]                                                                                                         |                                                                                                                                                |                                                                                |                                                                                                                                             |  |  |  |                                                                                                                                                         |
|  |  |  | Image            | [Tooltip Icon]                                                                                                               |                                                                                                                                                | To open:<br>Open Name on Card tooltip.<br><br>To close:<br>Close this tooltip. | To open:<br>Abrir la sugerencia de la herramienta sobre Nombre en la Tarjeta.<br><br>To close:<br>Cerrar esta sugerencia de la herramienta. |  |  |  |                                                                                                                                                         |
|  |  |  | Tooltip Header   | Name on Card                                                                                                                 | Nombre en la tarjeta                                                                                                                           |                                                                                |                                                                                                                                             |  |  |  |                                                                                                                                                         |
|  |  |  | Tooltip Copy     | To update your Name on Card, please contact Customer Service at [Customer Service Phone Number].                             | Para actualizar tu Nombre en la Tarjeta, comunícate con Servicio al Cliente al [Customer Service Phone Number].                                |                                                                                |                                                                                                                                             |  |  |  |                                                                                                                                                         |
|  |  |  | Conditional Copy | You have saved your contact information.                                                                                     | Has guardado tu información de contacto.                                                                                                       |                                                                                |                                                                                                                                             |  |  |  | CIL code “contact_info_success”<br><br>Confirmation message.<br><br>Appears if the user saves changes successfully                                      |
|  |  |  | Conditional Copy | We were unable to update your contact information for one or more of your linked cards at this time. Please try again later. | No hemos podido actualizar tu información de contacto para una o más de tus tarjetas vinculadas en este momento. Inténtalo de nuevo más tarde. |                                                                                |                                                                                                                                             |  |  |  | CIL error code XXX, XXXX<br><br>Failure Message.<br><br>Appears if the user updates a linked card and clicks Save, but the action fails on the backend. |
|  |  |  | Table Header     | ADDRESS                                                                                                                      | DIRECCIÓN                                                                                                                                      |                                                                                |                                                                                                                                             |  |  |  |                                                                                                                                                         |
|  |  |  | Dynamic Data     | [Address]                                                                                                                    |                                                                                                                                                |                                                                                |                                                                                                                                             |  |  |  |                                                                                                                                                         |
|  |  |  | Button           | Edit                                                                                                                         | Editar                                                                                                                                         | Edit Address.                                                                  | Editar la dirección.                                                                                                                        |  |  |  |                                                                                                                                                         |



|  |  |  |                       |                                                                                                                              |                                                                                                                                                |                    |                            |  |  |  |                                                                                                                                                         |
|--|--|--|-----------------------|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------|--|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Text<br>(Conditional) | We don't have your Address on file. Please provide it.                                                                       | No tenemos tu Dirección en nuestros archivos. Por favor, proporciona esta información.                                                         |                    |                            |  |  |  |                                                                                                                                                         |
|  |  |  | Conditional Copy      | You have saved your contact information.                                                                                     | Has guardado tu información de contacto.                                                                                                       |                    |                            |  |  |  | CIL code "contact_info_success"<br><br>Confirmation message.<br><br>Appears if the user saves changes successfully                                      |
|  |  |  | Table Header          | EMAIL                                                                                                                        | EMAIL                                                                                                                                          |                    |                            |  |  |  |                                                                                                                                                         |
|  |  |  | Dynamic Data          | [user@domain.com]                                                                                                            |                                                                                                                                                |                    |                            |  |  |  |                                                                                                                                                         |
|  |  |  | Button                | Edit                                                                                                                         | Editar                                                                                                                                         | Edit Email.        | Editar el email.           |  |  |  |                                                                                                                                                         |
|  |  |  | Text<br>(Conditional) | We don't have your Email on file. Enter it here.                                                                             | No tenemos tu email en nuestros archivos. Ingrévalo aquí.                                                                                      |                    |                            |  |  |  |                                                                                                                                                         |
|  |  |  | Conditional Copy      | You have saved your contact information.                                                                                     | Has guardado tu información de contacto.                                                                                                       |                    |                            |  |  |  | CIL code "contact_info_success"<br><br>Confirmation message.<br><br>Appears if the user saves changes successfully                                      |
|  |  |  | Conditional Copy      | We were unable to update your contact information for one or more of your linked cards at this time. Please try again later. | No hemos podido actualizar tu información de contacto para una o más de tus tarjetas vinculadas en este momento. Inténtalo de nuevo más tarde. |                    |                            |  |  |  | CIL error code XXX, XXXX<br><br>Failure Message.<br><br>Appears if the user updates a linked card and clicks Save, but the action fails on the backend. |
|  |  |  | Dynamic Table Header  | [MOBILE, HOME, WORK] PHONE                                                                                                   | TELÉFONO [MÓVIL, PARTICULAR, LABORAL]                                                                                                          |                    |                            |  |  |  | Appears once for each phone the user added                                                                                                              |
|  |  |  | Dynamic Data          | [XXX-XXX-XXXX]                                                                                                               |                                                                                                                                                |                    |                            |  |  |  | Appears once for each phone the user added                                                                                                              |
|  |  |  | Button                | Edit                                                                                                                         | Editar                                                                                                                                         | Edit Phone Number. | Editar número de teléfono. |  |  |  |                                                                                                                                                         |
|  |  |  | Text<br>(Conditional) | We don't have a Phone Number for you on file. Enter it here.                                                                 | No tenemos un Número de Teléfono tuyo en nuestros archivos. Ingrévalo aquí.                                                                    |                    |                            |  |  |  |                                                                                                                                                         |

|  |  |  |                  |                                                                                                                              |                                                                                                                                                |                                                            |                                                                |  |  |  |                                                                                                                                                         |
|--|--|--|------------------|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------|--|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Conditional Copy | You have saved your contact information.                                                                                     | Has guardado tu información de contacto.                                                                                                       |                                                            |                                                                |  |  |  | CIL code “contact_info_success”<br><br>Confirmation message.<br><br>Appears if the user saves changes successfully                                      |
|  |  |  | Conditional Copy | We were unable to update your contact information for one or more of your linked cards at this time. Please try again later. | No hemos podido actualizar tu información de contacto para una o más de tus tarjetas vinculadas en este momento. Inténtalo de nuevo más tarde. |                                                            |                                                                |  |  |  | CIL error code XXX, XXXX<br><br>Failure Message.<br><br>Appears if the user updates a linked card and clicks Save, but the action fails on the backend. |
|  |  |  | Field Label      | LANGUAGE FOR STATEMENTS, LETTERS AND COMMUNICATIONS                                                                          | IDIOMA PARA ESTADOS DE CUENTA, CARTAS Y COMUNICACIONES                                                                                         |                                                            |                                                                |  |  |  |                                                                                                                                                         |
|  |  |  | Dynamic Data     | [English, Spanish]                                                                                                           | [Inglés, Español]                                                                                                                              |                                                            |                                                                |  |  |  |                                                                                                                                                         |
|  |  |  | Button           | Edit                                                                                                                         | Editar                                                                                                                                         | Edit Language for Statements, Letters, and Communications. | Editar idioma para estados de cuenta, cartas y comunicaciones. |  |  |  |                                                                                                                                                         |
|  |  |  | Conditional Copy | You have saved your contact information.                                                                                     | Has guardado tu información de contacto.                                                                                                       |                                                            |                                                                |  |  |  | CIL code “contact_info_success”<br><br>Confirmation message.<br><br>Appears if the user saves changes successfully                                      |
|  |  |  | Conditional Copy | We were unable to update your contact information for one or more of your linked cards at this time. Please try again later. | No hemos podido actualizar tu información de contacto para una o más de tus tarjetas vinculadas en este momento. Inténtalo de nuevo más tarde. |                                                            |                                                                |  |  |  | CIL error code XXX, XXXX<br><br>Failure Message.<br><br>Appears if the user updates a linked card and clicks Save, but the action fails on the backend. |
|  |  |  | Link             | Manage Alert Contact Information >                                                                                           | Manejar información de contacto para mensajes de alerta >                                                                                      |                                                            |                                                                |  |  |  | Links to Alerts page<br><br>Appears if the user is already enrolled in alerts                                                                           |



| FUSION: CARD PROFILE – CONTACT INFORMATION, EDIT STATE FOR ADDRESS |   |   |             |           |                |     |               |                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                           |        |       |
|--------------------------------------------------------------------|---|---|-------------|-----------|----------------|-----|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|
| D                                                                  | T | M | ELEMENT     | COPY      | COPY (SPANISH) | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                         | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                  | CMS ID | NOTES |
|                                                                    |   |   | Field Label | Address   | Dirección      |     |               | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Please re-enter your Address without using special characters. For an apartment number, use the Apt./Suite field.<br><br>If user enters less than 5 characters:<br><br>Please re-enter your Address using at least 5 characters.<br><br>If blank:<br><br>Please enter your Address. | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Vuelve a ingresar tu Dirección sin utilizar caracteres especiales. Para el número de apartamento, utiliza el campo Apto./Suite.<br><br>If user enters less than 5 characters:<br><br>Vuelve a ingresar tu Dirección utilizando como mínimo 5 caracteres.<br><br>If blank:<br><br>Ingresa tu Dirección. |        |       |
|                                                                    |   |   | Field       | [Address] |                |     |               |                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                           |        |       |

|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |                                                                                  |                                                                                    |  |  |
|--|--|--|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|--|--|
|  |  |  | Field Help Text | <p>Please enter a valid physical street address. Do not enter a Bill Payment service address, because your credit cards and related materials would also be mailed to it. (Do not use punctuation marks such as periods, commas, etc.)</p> <p>If your new address is changing to a country other than the U.S., or to an APO/FPO address, please send us a secure message, or contact Customer Service at</p> <p>[XXX-XXX-XXXX]</p> <p>[Hours of Operation]</p> <p>From outside the U.S., Canada and Puerto Rico call collect at [XXX-XXX-XXXX].</p> | <p>Ingresa una dirección física válida. No ingreses una dirección de servicio de Pago de Facturas, ya que tus tarjetas de crédito y los materiales relacionados también se enviarían por correo a dicha dirección. (No utilices signos de puntuación como puntos, comas, etc.)</p> <p>Si tu nueva dirección pasará a ser de un país que no sean los EE. UU. o a una dirección APO/FPO, envíanos un mensaje seguro o comunícate con Servicio al Cliente al</p> <p>[XXX-XXX-XXXX]</p> <p>[Horario de atención]</p> <p>Desde fuera de los EE. UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX].</p> |  |  |                                                                                  |                                                                                    |  |  |
|  |  |  | Field Label     | Apt./Suite (Optional)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Apto./Suite (opcional)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |  | Client-side Errors (Field Level):                                                | Client-side Errors (Field Level):                                                  |  |  |
|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  | If user enters special characters:                                               | If user enters special characters:                                                 |  |  |
|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  | Please re-enter your Apt./ Suite without using special characters.               | Vuelve a ingresar tu Apto./ Suite sin utilizar caracteres especiales.              |  |  |
|  |  |  | Field           | [XXXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |                                                                                  |                                                                                    |  |  |
|  |  |  | Field Label     | City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Ciudad                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |  | Client-side Errors (Field Level):                                                | Client-side Errors (Field Level):                                                  |  |  |
|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  | If user enters invalid characters:                                               | If user enters invalid characters:                                                 |  |  |
|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  | Please re-enter your City without using numbers, periods, or special characters. | Vuelve a ingresar tu Ciudad sin utilizar números, puntos ni caracteres especiales. |  |  |
|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  | If blank:                                                                        | If blank:                                                                          |  |  |
|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  | Please enter your City.                                                          | Ingresa tu Ciudad.                                                                 |  |  |

|  |  |  |                  |                                                                                      |                                                                                                                          |  |  |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                 |
|--|--|--|------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------|
|  |  |  | Field            | [City]                                                                               |                                                                                                                          |  |  |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                 |
|  |  |  | Dropdown Label   | State                                                                                | Estado                                                                                                                   |  |  | Client-side Errors (Field Level):<br><br>If blank:<br><br>Please enter your State.                                                                                                                                                                                                                                                                                                                   | Client-side Errors (Field Level):<br><br>If blank:<br><br>Ingresa tu Estado.                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                 |
|  |  |  | Dropdown Options | [List of US States and Territories]                                                  |                                                                                                                          |  |  |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                 |
|  |  |  | Field Label      | ZIP Code                                                                             | Código Postal                                                                                                            |  |  | Client-side Errors (Field Level):<br><br>If user enters non-numeric characters:<br><br>Please re-enter your ZIP Code using numbers only.<br><br>If user enters less than 5 characters:<br><br>Please re-enter your ZIP Code using at least 5 characters.<br><br>If blank:<br><br>Please enter your ZIP Code.<br><br>If does not match state:<br><br>Please enter a ZIP Code that matches your state. | Client-side Errors (Field Level):<br><br>If user enters non-numeric characters:<br><br>Vuelve a ingresar tu Código Postal utilizando números únicamente.<br><br>If user enters less than 5 characters:<br><br>Vuelve a ingresar tu Código Postal utilizando como mínimo 5 caracteres.<br><br>If blank:<br><br>Ingresa tu Código Postal.<br><br>If does not match state:<br><br>Ingresa un Código Postal que concuerde con tu estado. |  |                                                                                                 |
|  |  |  | Field            | [XXXXX]                                                                              |                                                                                                                          |  |  |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                 |
|  |  |  | Copy             | If you update your address, certain account features may be temporarily unavailable. | Si actualizas tu dirección, es posible que determinadas características de la cuenta no estén disponibles temporalmente. |  |  |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                 |
|  |  |  | Link             | <a href="#">Apply these edits to other cards</a>                                     | <a href="#">Aplicar estas modificaciones a otras tarjetas</a>                                                            |  |  |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Appears if the user has multiple cards on file                                                  |
|  |  |  | Checkbox         | [Card/Program Name]<br>Ending in [XXXX]                                              | [Nombre de Tarjeta/Programa]<br>Que termina en [XXXX]                                                                    |  |  |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Appears if the user clicks “apply these edits to other cards”<br><br>Appears once for each card |

|                                                                          |   |   |             |        |                |                            |                                  |                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |       |
|--------------------------------------------------------------------------|---|---|-------------|--------|----------------|----------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|
|                                                                          |   |   | Button      | Save   | Guardar        | Save changes to address.   | Guardar cambios a la dirección.  |                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |       |
|                                                                          |   |   | Button      | Cancel | Cancelar       | Cancel changes to address. | Cancelar cambios a la dirección. |                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |       |
| FUSION: CARD PROFILE – CONTACT INFORMATION, EDIT STATE FOR EMAIL ADDRESS |   |   |             |        |                |                            |                                  |                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |       |
| D                                                                        | T | M | ELEMENT     | COPY   | COPY (SPANISH) | ADA                        | ADA (SPANISH)                    | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                 | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                              | CMS ID | NOTES |
|                                                                          |   |   | Field Label | Email  | Email          |                            |                                  | <div>Client-Side Error [Field Level]:<br/>If blank or invalid data entry:<br/>Please enter your Email Address in the following format: user@domain.com.</div> <div>If user enters more than 50 characters on a device that fails to enforce the field's maxlength attribute:<br/><br/>The Email Address you enter must be less than 50 characters. Please try a different Email Address.</div> | <div>Errores por parte del cliente:<br/>Si el ingreso de datos está en blanco o es inválido:<br/>Ingresa tu Dirección de Email utilizando el siguiente formato: user@domain.com.</div> <div>If user enters more than 50 characters on a device that fails to enforce the field's maxlength attribute:<br/><br/>La Dirección de Email que ingreses deberá tener menos de 50 caracteres. Por favor, intenta con una dirección de email diferente.</div> |        |       |

|  |  |  |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                         |  |                 |                                                                                                 |
|--|--|--|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------|-------------------------------------------------------------------------------------------------|
|  |  |  | Text     | <p>If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales.</p> <p>If you are currently enrolled in Alerts for your account, any updates you make to your email address in your profile will also update the email address your alerts are sent to.</p> | <p>Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas.</p> <p>Si actualmente se encuentra inscrito en Mensajes de Alertas sobre su cuenta, cualquier actualización que realice a su dirección de email en su perfil también actualizará la dirección de email a la que se envían sus mensajes de alertas.</p> |  |  |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                         |  | Field help text |                                                                                                 |
|  |  |  | Link     | Email Policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Normas sobre el Email                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                         |  |                 |                                                                                                 |
|  |  |  | Link     | Confirm Email                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Confirmar email                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu dirección de email utilizando el siguiente formato: user@domain.com. |  |                 |                                                                                                 |
|  |  |  | Link     | Apply these edits to other cards                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Aplicar estas modificaciones a otras tarjetas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                         |  |                 | Appears if the user has multiple cards on file                                                  |
|  |  |  | Checkbox | [Card/Program Name] Ending in [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | [Nombre de Tarjeta/Programa] Que termina en [XXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                         |  |                 | Appears if the user clicks “apply these edits to other cards”<br><br>Appears once for each card |

|                                                                          |   |   |                     |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                              |                                  |                                          |                                                                                                           |                                                                                                                              |        |                                                               |
|--------------------------------------------------------------------------|---|---|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------------------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------|
|                                                                          |   |   | Copy                | If you update your email address for other cards, your new email address will be used for that card’s account services, such as Paperless Statements and Letters, and other account updates.                                                  | Si actualizas tu dirección de email para otras tarjetas, tu nueva dirección de email se utilizará para los servicios de cuenta de esa tarjeta, como los programas Paperless Statements y Letters, y otras actualizaciones de la cuenta.                                                                                                                      |                                  |                                          |                                                                                                           |                                                                                                                              |        | Appears if the user clicks “apply these edits to other cards” |
|                                                                          |   |   | Button              | Save                                                                                                                                                                                                                                          | Guardar                                                                                                                                                                                                                                                                                                                                                      | Save changes to email address.   | Guardar cambios a la dirección de email  |                                                                                                           |                                                                                                                              |        |                                                               |
|                                                                          |   |   | Button              | Cancel                                                                                                                                                                                                                                        | Cancelar                                                                                                                                                                                                                                                                                                                                                     | Cancel changes to email address. | Cancelar cambios a la dirección de email |                                                                                                           |                                                                                                                              |        |                                                               |
| FUSION: CARD PROFILE – CONTACT INFORMATION, EDIT STATE FOR PHONE NUMBERS |   |   |                     |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                              |                                  |                                          |                                                                                                           |                                                                                                                              |        |                                                               |
| D                                                                        | T | M | ELEMENT             | COPY                                                                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                               | ADA                              | ADA (SPANISH)                            | ERROR MESSAGES                                                                                            | ERROR MESSAGES (SPANISH)                                                                                                     | CMS ID | NOTES                                                         |
|                                                                          |   |   | Dynamic Field Label | Mobile Phone (Optional)                                                                                                                                                                                                                       | Teléfono móvil (opcional)                                                                                                                                                                                                                                                                                                                                    |                                  |                                          | Client-Side Error [Field Level]:<br>If invalid data entry:<br>Please enter a valid 10-digit Phone Number. | Errores por parte del cliente:<br>Si el ingreso de datos es inválido:<br>Ingresa un Número de Teléfono válido de 10 dígitos. |        |                                                               |
|                                                                          |   |   | Field               | [XXX-XXX-XXXX]                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                              |                                  |                                          |                                                                                                           |                                                                                                                              |        |                                                               |
|                                                                          |   |   | Field Help Text     | By giving us a cell number or a number later converted to a cell number, you agree that we or our service providers can contact you at that number by autodialer, recorded or artificial voice, or a text. Your phone plan charges may apply. | Al darnos un número de teléfono celular o un número que posteriormente convierta en un número de teléfono celular, usted acepta que nosotros o nuestros proveedores de servicios podemos llamarle a ese número utilizando un marcador automático, un mensaje pregrabado, voz artificial, o mensaje de texto. Pueden aplicarse cargos de su plan de teléfono. |                                  |                                          |                                                                                                           |                                                                                                                              |        |                                                               |
|                                                                          |   |   | Dynamic Field Label | Home Phone (Optional)                                                                                                                                                                                                                         | Teléfono particular (opcional)                                                                                                                                                                                                                                                                                                                               |                                  |                                          | Client-Side Error [Field Level]:<br>If invalid data entry:<br>Please enter a valid 10-digit Phone Number. | Errores por parte del cliente:<br>Si el ingreso de datos es inválido:<br>Ingresa un Número de Teléfono válido de 10 dígitos. |        |                                                               |



|  |  |  |                     |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                              |  |  |                                                                                                           |                                                                                                                              |  |                                                                                                 |
|--|--|--|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------|
|  |  |  | Field               | [XXX-XXX-XXXX]                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                              |  |  |                                                                                                           |                                                                                                                              |  |                                                                                                 |
|  |  |  | Field Help Text     | By giving us a cell number or a number later converted to a cell number, you agree that we or our service providers can contact you at that number by autodialer, recorded or artificial voice, or a text. Your phone plan charges may apply. | Al darnos un número de teléfono celular o un número que posteriormente convierta en un número de teléfono celular, usted acepta que nosotros o nuestros proveedores de servicios podemos llamarle a ese número utilizando un marcador automático, un mensaje pregrabado, voz artificial, o mensaje de texto. Pueden aplicarse cargos de su plan de teléfono. |  |  |                                                                                                           |                                                                                                                              |  |                                                                                                 |
|  |  |  | Dynamic Field Label | Work Phone (Optional)                                                                                                                                                                                                                         | Teléfono del trabajo (opcional)                                                                                                                                                                                                                                                                                                                              |  |  | Client-Side Error [Field Level]:<br>If invalid data entry:<br>Please enter a valid 10-digit Phone Number. | Errores por parte del cliente:<br>Si el ingreso de datos es inválido:<br>Ingresa un Número de Teléfono válido de 10 dígitos. |  |                                                                                                 |
|  |  |  | Field               | [XXX-XXX-XXXX]                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                              |  |  |                                                                                                           |                                                                                                                              |  |                                                                                                 |
|  |  |  | Field Help Text     | By giving us a cell number or a number later converted to a cell number, you agree that we or our service providers can contact you at that number by autodialer, recorded or artificial voice, or a text. Your phone plan charges may apply. | Al darnos un número de teléfono celular o un número que posteriormente convierta en un número de teléfono celular, usted acepta que nosotros o nuestros proveedores de servicios podemos llamarle a ese número utilizando un marcador automático, un mensaje pregrabado, voz artificial, o mensaje de texto. Pueden aplicarse cargos de su plan de teléfono. |  |  |                                                                                                           |                                                                                                                              |  |                                                                                                 |
|  |  |  | Link                | Apply these edits to other cards                                                                                                                                                                                                              | Aplicar estas modificaciones a otras tarjetas                                                                                                                                                                                                                                                                                                                |  |  |                                                                                                           |                                                                                                                              |  | Appears if the user has multiple cards on file                                                  |
|  |  |  | Checkbox            | [Card/Program Name]<br>Ending in [XXXX]                                                                                                                                                                                                       | [Nombre de Tarjeta/Programa]<br>Que termina en [XXXX]                                                                                                                                                                                                                                                                                                        |  |  |                                                                                                           |                                                                                                                              |  | Appears if the user clicks “apply these edits to other cards”<br><br>Appears once for each card |

|                                                                                 |   |   |               |                                                                        |                                                                              |                                         |                                                |                |                          |        |                                                                                                 |
|---------------------------------------------------------------------------------|---|---|---------------|------------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------|
|                                                                                 |   |   | Button        | Save                                                                   | Guardar                                                                      | Save changes to phone numbers.          | Guardar cambios a los números de teléfono.     |                |                          |        |                                                                                                 |
|                                                                                 |   |   | Button        | Cancel                                                                 | Cancelar                                                                     | Cancel changes to phone numbers.        | Cancelar cambios a los números de teléfono.    |                |                          |        |                                                                                                 |
| FUSION: CARD PROFILE – CONTACT INFORMATION, EDIT STATE FOR LANGUAGE PREFERENCES |   |   |               |                                                                        |                                                                              |                                         |                                                |                |                          |        |                                                                                                 |
| D                                                                               | T | M | ELEMENT       | COPY                                                                   | COPY (SPANISH)                                                               | ADA                                     | ADA (SPANISH)                                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                           |
|                                                                                 |   |   | Field Label   | Language for Statements, Letters and Communications                    | Idioma para estados de cuenta, cartas y comunicaciones                       |                                         |                                                |                |                          |        |                                                                                                 |
|                                                                                 |   |   | Radio Buttons | [English, Spanish]                                                     | [Inglés, Español]                                                            |                                         |                                                |                |                          |        |                                                                                                 |
|                                                                                 |   |   | Link          | Apply these edits to other cards                                       | Aplicar estas modificaciones a otras tarjetas                                |                                         |                                                |                |                          |        | Appears if the user has multiple cards on file                                                  |
|                                                                                 |   |   | Checkbox      | [Card/Program Name] Ending in [XXXX]                                   | [Nombre de Tarjeta/Programa] Que termina en [XXXX]                           |                                         |                                                |                |                          |        | Appears if the user clicks “apply these edits to other cards”<br><br>Appears once for each card |
|                                                                                 |   |   | Button        | Save                                                                   | Guardar                                                                      | Save changes to language preferences.   | Guardar cambios a las preferencias de idioma.  |                |                          |        |                                                                                                 |
|                                                                                 |   |   | Button        | Cancel                                                                 | Cancelar                                                                     | Cancel changes to language preferences. | Cancelar cambios a las preferencias de idioma. |                |                          |        |                                                                                                 |
| FUSION: CARD PROFILE – CONTACT INFORMATION, SITE LANGUAGE CHANGE MODAL          |   |   |               |                                                                        |                                                                              |                                         |                                                |                |                          |        |                                                                                                 |
| D                                                                               | T | M | ELEMENT       | COPY                                                                   | COPY (SPANISH)                                                               | ADA                                     | ADA (SPANISH)                                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                           |
|                                                                                 |   |   | Heading       | Would you also like English to be your default language for this site? | ¿Deseas también que el inglés sea tu idioma predeterminado para este sitio?  |                                         |                                                |                |                          |        |                                                                                                 |
|                                                                                 |   |   | Heading       | Would you also like Spanish to be your default language for this site? | ¿Deseas también que el español sea tu idioma predeterminado para este sitio? |                                         |                                                |                |                          |        |                                                                                                 |
|                                                                                 |   |   | Button        | No, Thanks                                                             | No, gracias                                                                  |                                         |                                                |                |                          |        |                                                                                                 |
|                                                                                 |   |   | Button        | Change to Spanish                                                      | Cambiar a español                                                            |                                         |                                                |                |                          |        |                                                                                                 |
|                                                                                 |   |   | Button        | No, Thanks                                                             | No, gracias                                                                  |                                         |                                                |                |                          |        |                                                                                                 |
|                                                                                 |   |   | Button        | Change to English                                                      | Cambiar a inglés                                                             |                                         |                                                |                |                          |        |                                                                                                 |



| FUSION: CARD PROFILE – EMAIL COMMUNICATIONS |   |   |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |               |                |                          |        |                                                                                                                   |
|---------------------------------------------|---|---|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------------------------|
| D                                           | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                                                                                                                                                                                                              | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                             |
|                                             |   |   | Table Header     | Email Communications                                                                                                                                                                                                                                                                                                                                                                                                              | Comunicaciones por email                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        |                                                                                                                   |
|                                             |   | 1 | Icon             | [Expand Icon]                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |               |                |                          |        |                                                                                                                   |
|                                             |   | 1 | Icon             | [Collapse Icon]                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |               |                |                          |        |                                                                                                                   |
|                                             |   |   | Conditional Copy | You have saved your email communication settings.                                                                                                                                                                                                                                                                                                                                                                                 | Has guardado tu configuración de comunicación por email.                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        | CIL code “email_commn_success”<br><br>Confirmation message.<br><br>Appears if the user saves changes successfully |
|                                             |   |   | Header           | Manage Email Communications                                                                                                                                                                                                                                                                                                                                                                                                       | Manejar comunicaciones por email                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                                                                                   |
|                                             |   |   | Text             | [Partner Name] Products and Services                                                                                                                                                                                                                                                                                                                                                                                              | Productos y Servicios de [Partner Name]                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |               |                |                          |        |                                                                                                                   |
|                                             |   |   | Text             | [On, Off]                                                                                                                                                                                                                                                                                                                                                                                                                         | [Activado, Desactivado]                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |               |                |                          |        |                                                                                                                   |
|                                             |   |   | Text             | Citi Products and Services                                                                                                                                                                                                                                                                                                                                                                                                        | Productos y Servicios de Citi                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        |                                                                                                                   |
|                                             |   |   | Text             | [On, Off]                                                                                                                                                                                                                                                                                                                                                                                                                         | [Activado, Desactivado]                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |               |                |                          |        |                                                                                                                   |
|                                             |   |   | Text             | You will receive Citi account updates, as well as the products and services you selected above. All communications will be sent to your primary email address. Changing your email preferences for your card does not change your email preferences for messages sent directly from [Partner Name], or from Citibank’s other businesses and brands which include retail branch banking, Citi Cards and other private label cards. | Recibirás actualizaciones de cuentas de Citi, así como los productos y servicios que hayas seleccionado arriba. Todas las comunicaciones se enviarán a tu dirección de email principal. Cambiar tus preferencias de email para la tarjeta no modifica tus preferencias de email para mensajes enviados directamente desde [Partner Name], o de otras marcas y empresas de Citibank que incluyen operaciones bancarias en sucursales minoristas, Tarjetas de Citi y otras tarjetas de marca privada. |     |               |                |                          |        | Appears if user has opted into account updates from Citi                                                          |

|                                                         |   |   | Button       | <a href="#">Edit</a>                                                                                                                                                                                                                                                                                                 | <a href="#">Editar</a>                                                                                                                                                                                                                                                                                                                                                                    | Edit Email Communication Preferences. | Editar Preferencias de Comunicación por Email. |                |                          |        |                                                                                    |
|---------------------------------------------------------|---|---|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------|
| FUSION: CARD PROFILE – EMAIL COMMUNICATIONS, EDIT STATE |   |   |              |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                           |                                       |                                                |                |                          |        |                                                                                    |
| D                                                       | T | M | ELEMENT      | COPY                                                                                                                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                            | ADA                                   | ADA (SPANISH)                                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                              |
|                                                         |   |   | Table Header | Email Communications                                                                                                                                                                                                                                                                                                 | Comunicaciones por email                                                                                                                                                                                                                                                                                                                                                                  |                                       |                                                |                |                          |        |                                                                                    |
|                                                         |   |   | Header       | Manage Email Communications                                                                                                                                                                                                                                                                                          | Manejar comunicaciones por email                                                                                                                                                                                                                                                                                                                                                          |                                       |                                                |                |                          |        |                                                                                    |
|                                                         |   |   | Text         | [Partner Name] Products and Services                                                                                                                                                                                                                                                                                 | Productos y Servicios de [Partner Name]                                                                                                                                                                                                                                                                                                                                                   |                                       |                                                |                |                          |        |                                                                                    |
|                                                         |   |   | Toggle       | [ON, OFF]                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                           |                                       |                                                |                |                          |        | Does not appear in Spanish version of the site                                     |
|                                                         |   |   | Toggle       | [[checkmark icon], ['X' icon]]                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                           |                                       | [ACTIVADO, DESACTIVADO]                        |                |                          |        | Appears on Spanish version of the site only                                        |
|                                                         |   |   | Text         | Citi Products and Services                                                                                                                                                                                                                                                                                           | Productos y Servicios de Citi                                                                                                                                                                                                                                                                                                                                                             |                                       |                                                |                |                          |        |                                                                                    |
|                                                         |   |   | Toggle       | [ON, OFF]                                                                                                                                                                                                                                                                                                            | (No translation needed – see below)                                                                                                                                                                                                                                                                                                                                                       |                                       |                                                |                |                          |        | Does not appear in Spanish version of the site                                     |
|                                                         |   |   | Toggle       | [[checkmark icon], ['X' icon]]                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                           |                                       | [ACTIVADO, DESACTIVADO]                        |                |                          |        | Appears on Spanish version of the site only                                        |
|                                                         |   |   | Text         | You will receive Citi account updates, as well as the products and services you selected above. All communications will be sent to your primary email address.                                                                                                                                                       | Recibirás actualizaciones de cuentas de Citi, así como los productos y servicios que hayas seleccionado arriba. Todas las comunicaciones se enviarán a tu dirección de email principal.                                                                                                                                                                                                   |                                       |                                                |                |                          |        |                                                                                    |
|                                                         |   |   | Heading      | Do not send me account updates, offers or promotions                                                                                                                                                                                                                                                                 | No me envíen actualizaciones de cuentas, ofertas ni promociones                                                                                                                                                                                                                                                                                                                           |                                       |                                                |                |                          |        |                                                                                    |
|                                                         |   |   | Checkbox     | If you select this box, you will not receive Citi account update emails. These controls are independent of your settings for Alerts or Paperless Letters and Statements emails. If you receive Alerts or Paperless emails, you will continue to do so. For more information, view our <a href="#">Email Policy</a> . | Si selecciona esta casilla, usted no recibirá correos de actualización de cuenta de Citi. Estos controles son independientes de su configuración de Alertas o Paperless Statements and Letters Si recibe Alertas o correos electrónicos del programa Paperless, seguirá recibiendo estos correos. Para obtener más información, consulte nuestras <a href="#">Normas sobre el email</a> . |                                       |                                                |                |                          |        | Email Policy link opens the content modal populated with the Email Policy content. |

|                                                                        |   |   |                                    |                                                                                               |                                                                                                                       |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
|------------------------------------------------------------------------|---|---|------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-----------------------------------------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                        |   |   | Button                             | Cancel                                                                                        | Cancelar                                                                                                              | Cancel changes to Email Communication Preferences. | Cancelar cambios a Preferencias de Comunicación por Email |                |                          |        |                                                                                                                                                                                                           |
|                                                                        |   |   | Button                             | Save                                                                                          | Guardar                                                                                                               | Save changes to Email Communication Preferences.   | Guardar cambios a Preferencias de Comunicación por Email  |                |                          |        |                                                                                                                                                                                                           |
| FUSION: CARD PROFILE – EMAIL COMMUNICATIONS, NO EMAIL ON FILE TAKEOVER |   |   |                                    |                                                                                               |                                                                                                                       |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
| D                                                                      | T | M | ELEMENT                            | COPY                                                                                          | COPY (SPANISH)                                                                                                        | ADA                                                | ADA (SPANISH)                                             | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                     |
|                                                                        |   |   | Table Header                       | Email Communications                                                                          | Comunicaciones por email                                                                                              |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
|                                                                        |   | 1 | Icon                               | [Expand Icon]                                                                                 |                                                                                                                       |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
|                                                                        |   | 1 | Icon                               | [Collapse Icon]                                                                               |                                                                                                                       |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
|                                                                        |   |   | Text                               | We don't have your email address on file. Add it to your account to receive news and updates. | No tenemos tu dirección de email en nuestros archivos. Agrégala a tu cuenta para recibir novedades y actualizaciones. |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
| FUSION: CARD PROFILE – AUTHORIZED USER                                 |   |   |                                    |                                                                                               |                                                                                                                       |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
| D                                                                      | T | M | ELEMENT                            | COPY                                                                                          | COPY (SPANISH)                                                                                                        | ADA                                                | ADA (SPANISH)                                             | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                     |
|                                                                        |   |   | Header                             | AUTHORIZED USERS                                                                              | USUARIOS AUTORIZADOS                                                                                                  |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
|                                                                        |   | 1 | Icon                               | [Expand Icon]                                                                                 |                                                                                                                       |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
|                                                                        |   | 1 | Icon                               | [Collapse Icon]                                                                               |                                                                                                                       |                                                    |                                                           |                |                          |        |                                                                                                                                                                                                           |
|                                                                        |   |   | Copy                               | You must have an address on file to receive a card for an Authorized User.                    | Debes tener una dirección registrada para recibir una tarjeta para un Usuario Autorizado.                             |                                                    |                                                           |                |                          |        | Conditional: Appears if the user does not have an address on file.                                                                                                                                        |
|                                                                        |   |   | Module-Level Confirmation Feedback | You have successfully removed an authorized user.                                             | Has eliminado con éxito un usuario autorizado.                                                                        |                                                    |                                                           |                |                          |        | CIL error code 000, "remove_auth_success"<br><br>Appears as Section-Level Confirmation Message in Card Profile Module on Profile page.<br><br>Appears if the user removes an authorized user successfully |

|  |  |  |                                    |                                                                                                          |                                                                                                                                    |                                                       |                                                              |  |  |  |                                                                                                                                                                                    |
|--|--|--|------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|--------------------------------------------------------------|--|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Module-Level Account Feedback      | Due to a recent address change, you cannot edit an Authorized User at this time. Please try again later. | Debido a un reciente cambio de dirección, no puedes modificar un Usuario Autorizado en este momento. Inténtalo de nuevo más tarde. |                                                       |                                                              |  |  |  | Conditional: Appears if user selects “Edit” and has recently changed address.<br><br>Conditional: Section-Level Account Feedback in Card Profile.<br><br>CIL error code 102, 5098. |
|  |  |  | Module-Level Account Feedback      | Due to a recent address change, you cannot add an Authorized User at this time. Please try again later.  | Debido a un reciente cambio de dirección, no puedes agregar un Usuario Autorizado en este momento. Inténtalo de nuevo más tarde.   |                                                       |                                                              |  |  |  | Conditional: Appears if user selects “Add” and has recently changed address.<br><br>Conditional: Section-Level Account Feedback in Card Profile.                                   |
|  |  |  | Module-Level Confirmation Feedback | You have successfully edited an authorized user.                                                         | Has actualizado con éxito un usuario autorizado.                                                                                   |                                                       |                                                              |  |  |  | Appears as Section-Level Confirmation Message in Card Profile Module on Profile page.<br><br>Appears if the user saves changes successfully                                        |
|  |  |  | Image                              | [User Icon]                                                                                              |                                                                                                                                    |                                                       |                                                              |  |  |  |                                                                                                                                                                                    |
|  |  |  | Dynamic Data                       | [FirstName MiddleInitial LastName]                                                                       |                                                                                                                                    |                                                       |                                                              |  |  |  | Appears once for each authorized user on file.<br><br>Conditional: Middle Initial if one on file. Optional field.                                                                  |
|  |  |  | Link                               | Remove                                                                                                   | Eliminar                                                                                                                           | Remove this user, [FirstName MiddleInitial LastName]. | Eliminar a este usuario, [FirstName MiddleInitial LastName]. |  |  |  |                                                                                                                                                                                    |
|  |  |  | Link                               | Edit                                                                                                     | Editar                                                                                                                             | Edit this user, [FirstName MiddleInitial LastName].   | Modificar este usuario, [FirstName MiddleInitial LastName].  |  |  |  |                                                                                                                                                                                    |
|  |  |  | Image                              | [Add Icon]                                                                                               |                                                                                                                                    |                                                       |                                                              |  |  |  |                                                                                                                                                                                    |
|  |  |  | Link                               | Add Authorized User                                                                                      | Agregar Usuario Autorizado                                                                                                         |                                                       |                                                              |  |  |  | Appears if the user has not met or exceeded the maximum number of authorized users                                                                                                 |

| REMOVE AUTHORIZED USER MODAL |   |   |             |                                                                                                                                                                                                            |                                                                                                                                                                                                                   |                                  |                                                 |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                            |        |                                                                             |
|------------------------------|---|---|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------|
| D                            | T | M | ELEMENT     | COPY                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                    | ADA                              | ADA (SPANISH)                                   | ERROR MESSAGES                                                                                                                                                                                                                                                  | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                   | CMS ID | NOTES                                                                       |
|                              |   |   | Header      | Are you sure you want to remove this authorized user?                                                                                                                                                      | ¿Estás seguro de que deseas eliminar a este usuario autorizado?                                                                                                                                                   |                                  |                                                 |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                            |        |                                                                             |
|                              |   |   | Copy        | [FirstName LastName] will be removed from this account. After completing the removal, please collect the credit card from the authorized user. [A confirmation message will be sent to [user@domain.com].] | [FirstName LastName] será eliminado de esta cuenta. Una vez completada la eliminación, deberá retirarle al usuario autorizado la tarjeta de crédito. [Se enviará un mensaje de confirmación a [user@domain.com].] |                                  |                                                 |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                            |        | Confirmation message copy appears if the user has an email address on file. |
|                              |   |   | Link        | Remove                                                                                                                                                                                                     | Eliminar                                                                                                                                                                                                          | Remove authorized user.          | Eliminar usuario autorizado.                    |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                            |        |                                                                             |
|                              |   |   | Link        | Cancel                                                                                                                                                                                                     | Cancelar                                                                                                                                                                                                          | Cancel removing authorized user. | Cancelar la eliminación del usuario autorizado. |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                            |        |                                                                             |
| EDIT AUTHORIZED USER         |   |   |             |                                                                                                                                                                                                            |                                                                                                                                                                                                                   |                                  |                                                 |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                            |        |                                                                             |
| D                            | T | M | ELEMENT     | COPY                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                    | ADA                              | ADA (SPANISH)                                   | ERROR MESSAGES                                                                                                                                                                                                                                                  | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                   | CMS ID | NOTES                                                                       |
|                              |   |   | Header      | AUTHORIZED USERS                                                                                                                                                                                           | USUARIOS AUTORIZADOS                                                                                                                                                                                              |                                  |                                                 |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                            |        |                                                                             |
|                              |   |   | Field Label | First Name                                                                                                                                                                                                 | Nombre                                                                                                                                                                                                            |                                  |                                                 | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Please re-enter the Authorized User's First Name without using numbers or certain special characters.<br><br>If blank:<br><br>Please enter the Authorized User's First Name. | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Vuelve a ingresar el Nombre del Usuario Autorizado sin usar números ni ciertos caracteres especiales.<br><br>If blank:<br><br>Ingresa el Nombre del Usuario Autorizado. |        | Field is prepopulated with existing information.                            |
|                              |   |   | Field Label | Middle Initial (Optional)                                                                                                                                                                                  | Inicial del segundo nombre (opcional)                                                                                                                                                                             |                                  |                                                 | Client-side Errors (Field Level):<br><br>If user enters special characters or numbers:<br><br>Please re-enter the Middle Initial using letters only or leave blank.                                                                                             | Client-side Errors (Field Level):<br><br>If user enters special characters or numbers:<br><br>Vuelve a ingresar la inicial del segundo nombre utilizando letras únicamente o deja este campo en blanco.                                                    |        | Field is prepopulated with existing information.                            |

|  |  |  |                 |                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                       |  |  |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                |  |                                                  |
|--|--|--|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------|
|  |  |  | Field Label     | Last Name                                                                                                                                                                                                                                           | Apellido                                                                                                                                                                                                                                                                              |  |  | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Please re-enter the Authorized User's Last Name without using numbers or certain special characters.<br><br>If blank:<br><br>Please enter the Authorized User's Last Name. | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Vuelve a ingresar el Apellido del Usuario Autorizado sin usar números ni ciertos caracteres especiales.<br><br>If blank:<br><br>Ingresa el Apellido del Usuario Autorizado. |  | Field is prepopulated with existing information. |
|  |  |  | Checkbox        | Issue this Authorized User a card                                                                                                                                                                                                                   | Emitirle una tarjeta a este Usuario Autorizado                                                                                                                                                                                                                                        |  |  |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                |  | Conditional: If address on file.                 |
|  |  |  | Text            | Please note that issued cards will be mailed to:                                                                                                                                                                                                    | Ten en cuenta que las tarjetas emitidas se enviarán por correo a:                                                                                                                                                                                                                     |  |  |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                |  | Conditional: If address on file.                 |
|  |  |  | Dynamic Content | [Primary Cardholder First, Last Name]<br>[Address][, Apt. #]<br>[City], [State] [ZIP]                                                                                                                                                               | [Primary Cardholder First, Last Name]<br>[Address][, Apt. #]<br>[City], [State] [ZIP]                                                                                                                                                                                                 |  |  |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                |  | Conditional: If address on file.                 |
|  |  |  | Text            | If this address is not current, please contact a Customer Service representative at [XXX-XXX-XXXX].<br><br>If outside the U.S., Canada, and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].<br><br>HOURS<br>[Day-Day HH:MM am/pm -HH:MM am/pm TZ] | Si la dirección no está actualizada, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].<br><br>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]<br><br>HORARIO<br>[Day-Day HH:MM am/pm -HH:MM am/pm TZ] |  |  |                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                |  |                                                  |



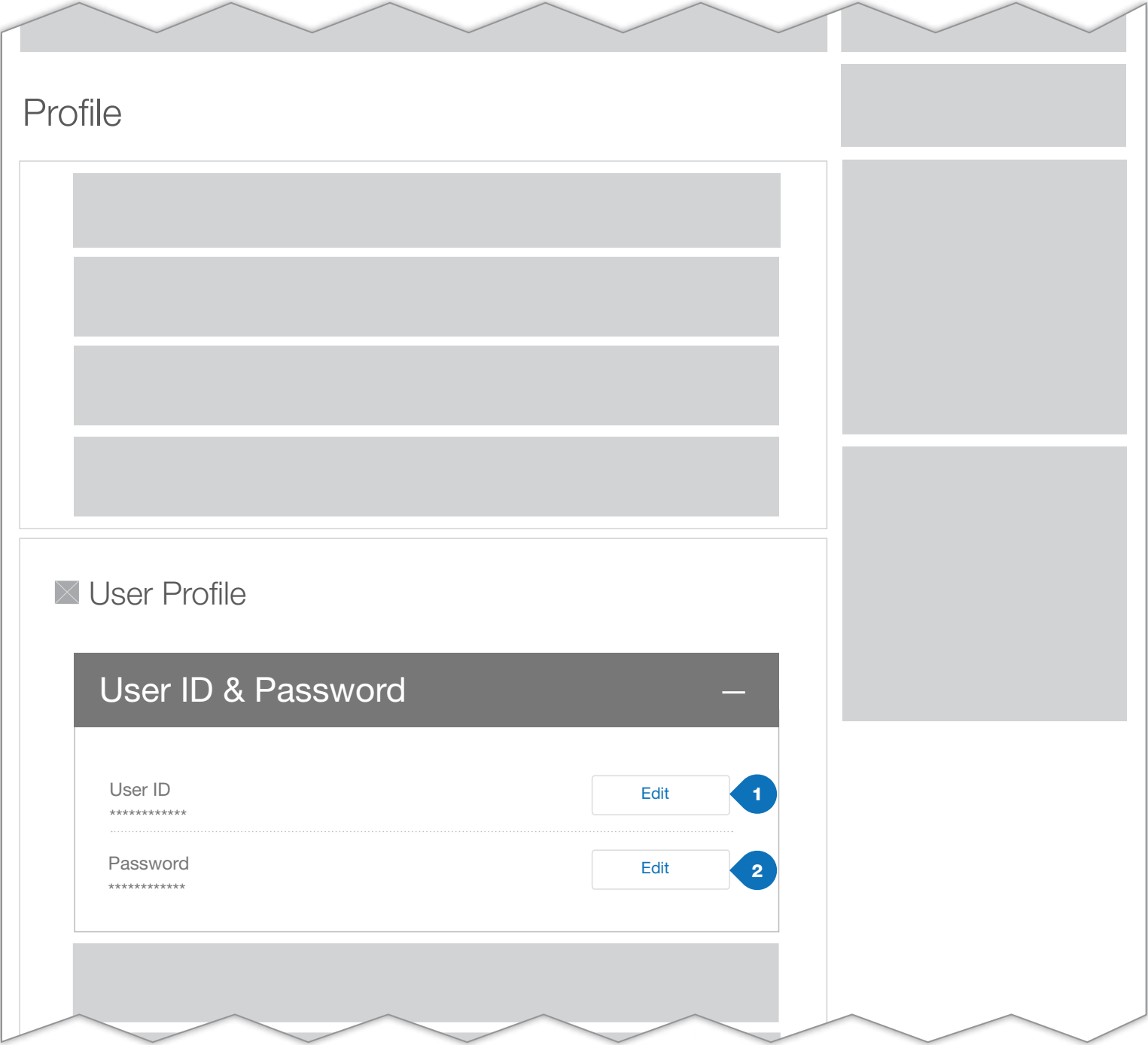
|                               |   |   |                  |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                             |                                   |                                                |                |                          |        |                                                                                                                                                 |
|-------------------------------|---|---|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|------------------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|
|                               |   |   | Conditional Copy | <p>You must have an address on file to issue this Authorized User a card. Please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada, and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p>                                         | <p>Debes tener una dirección registrada para que se le emita una tarjeta a este Usuario Autorizado. Comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p>                                   |                                   |                                                |                |                          |        | Conditional: Appears in place of checkbox and address if the user does not have an address on file.                                             |
|                               |   |   | Primary Button   | Save                                                                                                                                                                                                                                                                                                                                       | Guardar                                                                                                                                                                                                                                                                                                                                                                                     | Save updates to authorized user.  | Guardar actualizaciones de usuario autorizado. |                |                          |        |                                                                                                                                                 |
|                               |   |   | Secondary Button | Cancel                                                                                                                                                                                                                                                                                                                                     | Cancelar                                                                                                                                                                                                                                                                                                                                                                                    | Cancel update to authorized user. | Cancelar actualización de usuario autorizado.  |                |                          |        |                                                                                                                                                 |
| TAKEOVER STATE—ACCOUNT STATUS |   |   |                  |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                             |                                   |                                                |                |                          |        |                                                                                                                                                 |
| D                             | T | M | ELEMENT          | COPY                                                                                                                                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                              | ADA                               | ADA (SPANISH)                                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                           |
|                               |   |   | Text             | <p>Due to your account status, you cannot manage Authorized Users at this time.</p> <p>For additional information, please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>Debido al estatus de tu cuenta, no puedes manejar Usuarios Autorizados en este momento.</p> <p>Para obtener información adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |                                   |                                                |                |                          |        | <p>CIL error code 102, 5099, 5100, 5107, 5108</p> <p>Message appears if the user's account status bars them from updating this information.</p> |

Fusion 7 White Label Standard

# User Profile Module



Wireframe: User Profile Module - User ID & Password, Large View



Page Notes

Module Type: Transactional Module

This is the User ID & Password drawer of the User Profile Module. Content and interactions are consistent for all breakpoints.

User Profile Module displays a drawer-level notification if the account is in legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this drawer is restricted, display drawer level notification.

Interaction Notes

| Key | Element              | Action                                       | Notes                                                       |
|-----|----------------------|----------------------------------------------|-------------------------------------------------------------|
| 1   | User ID Edit Button  | onClick displays the edit state for User ID  | Edit Button is disabled if the user has status restriction. |
| 2   | Password Edit Button | onClick displays the edit state for Password | Edit Button is disabled if the user has status restriction. |

Wireframe: User Profile Module - User ID & Password, Extra Small View

Profile

✕ User Profile

User ID & Password

User ID

Edit

Password

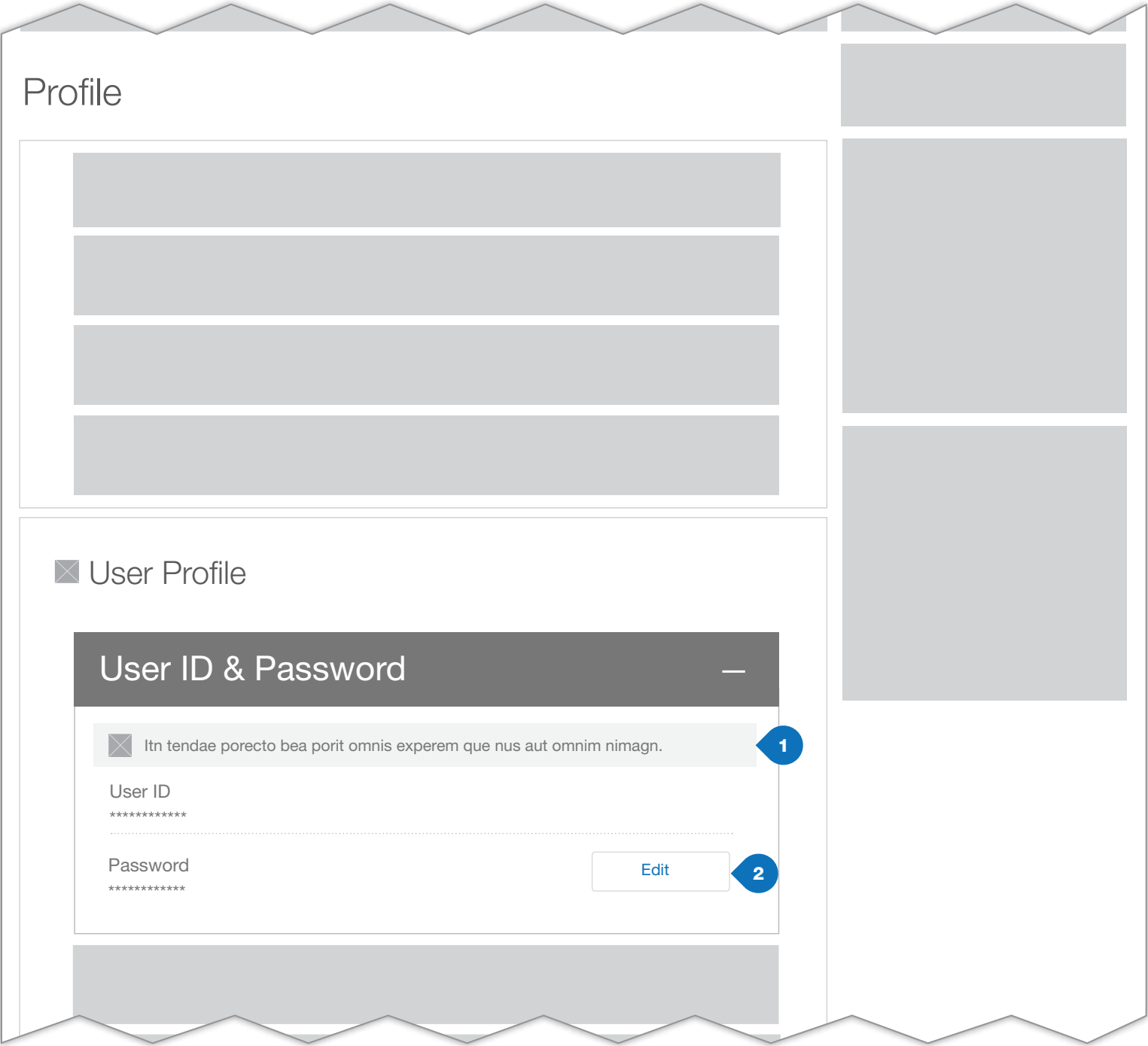
Edit

Page Notes

Module Type: Transactional Module

This is the User ID & Password drawer of the User Profile Module. Content and interactions are consistent for all breakpoints.

User Profile Module displays a drawer-level notification if the account is in legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this drawer is restricted, display drawer level notification.



Page Notes

Module Type: Transactional Module

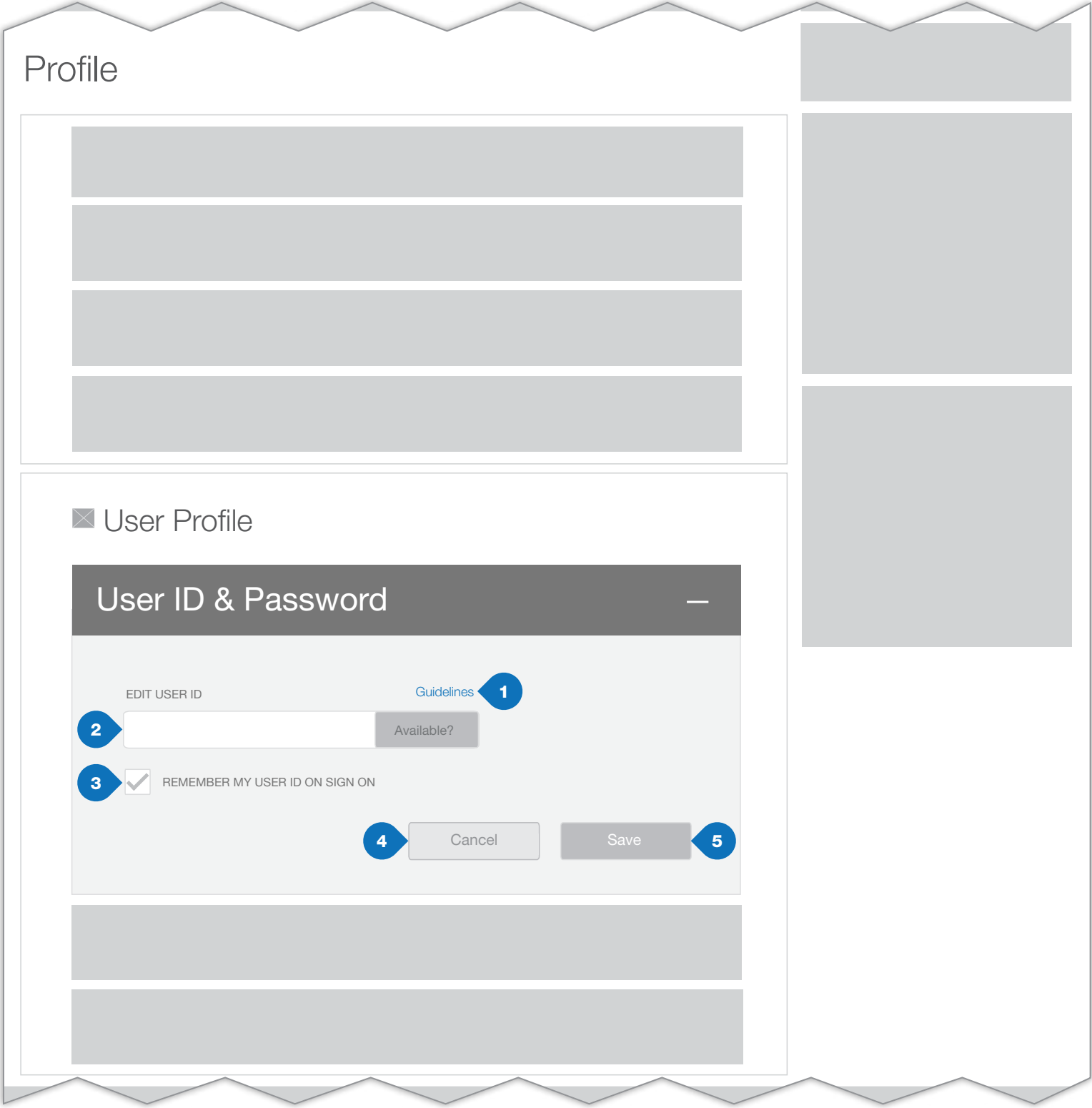
This is a takeover state of the User ID & Password drawer of the User Profile Module. Content and interactions are consistent for all breakpoints.

User Profile Module displays a drawer-level notification if the user cancels out of the Edit UID process after 5 incorrect tries.

Interaction Notes

| Key | Element      | Action | Notes                                                                                                             |
|-----|--------------|--------|-------------------------------------------------------------------------------------------------------------------|
| 1   | Notification | None   | Drawer-level notification is displayed when the user cancels out of the Edit UID process after 5 incorrect tries. |
| 2   | Edit Button  | None   | Edit Button is hidden if the user cancels out of the Edit UID process after 5 incorrect tries.                    |

Wireframe: User Profile Module - Edit User ID, Large View



Page Notes

Module Type: Transactional Module

This is the edit User ID view of the User ID & Password drawer within User Profile Module. If the user interacts with other modules, display Confirm Cancel Modal. If access to the information in this drawer is restricted, display drawer level notification. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                      | Action                                                                                                                                                                                                                                                                                                                              | Notes                                                                                                                                                                                                                                                                                              |
|-----|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Guidelines Link              | onClick displays the Content Modal Module with the Guidelines content                                                                                                                                                                                                                                                               | See Wireframe: Content Modal Module, Large View                                                                                                                                                                                                                                                    |
| 2   | Edit User ID Form Field      | <div>1. onFocus activates the field and the User ID Field Help is displayed; when the user exits the field the field help closes and the data is validated for formatting. If an error is found then displays a form field error</div> <div>2. The Available Button is enabled once User ID meets the formatting requirements</div> |                                                                                                                                                                                                                                                                                                    |
| 3   | Remember My User ID Checkbox | onLoad the checkbox is pre-selected only if user had selected this option in the past. User has ability to deselect the checkbox. Deselecting checkbox and saving changes will not remember the User ID on next user visit.                                                                                                         |                                                                                                                                                                                                                                                                                                    |
| 4   | Cancel Button                | onClick cancels changes and displays the default state of the User ID & Password drawer                                                                                                                                                                                                                                             | <div>See Wireframe: User Profile Module - Expanded User ID &amp; Password, Large View.</div> <div>If the user clicks Cancel after 5 incorrect attempts, they are locked out of the edit UID process for 24 hours, the Edit button is hidden and a section/drawer level message is displayed.</div> |
| 5   | Save Button                  | onClick saves the updated User ID                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                    |

Wireframe: User Profile Module - Edit User ID, Extra Small View

Profile

✕ User Profile

User ID & Password —

EDIT USER ID

Guidelines

Available?

☒

REMEMBER MY USER ID ON SIGN ON

Save

Cancel

Page Notes

Module Type: Transactional Module

This is the edit User ID view of the User ID & Password drawer within User Profile Module. If the user interacts with other modules, display Cancel Changes Modal. If access to the information in this drawer is restricted, display drawer level notification. Content and interactions are consistent across all breakpoints.

Create User ID

Guidelines

●●●●●●●|

Available?

1

User ID Requirements:

- Donec sed odio dui ornare vel eu leo
- Nullam quis risus eget urna mollis
- Nullam id dolor id nibh ultricies vehicula ut id
- Integer posuere erat a ante venenatis dapibus

User ID Requirements

Create User ID

Guidelines

●●●●●●●

Checking...

2b

Checking Indicator

Create User ID

Guidelines

●●●●●●●

✓ Available

2c

Available Indicator

Create User ID

Guidelines

●●●●●●●

Unavailable

2d

! Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean lacinia bibendum nulla sed consectetur.

Not Available Indicator

Create User ID

Guidelines

●●●●●●●

Unavailable

2e

! The User ID you entered is not available. Please create a different user ID. You have one attempt remaining before you will be asked to select from a list of User IDs.

Not Available 1 More Attempt Indicator

Create User ID

This User ID is not available. Please select one of the following. You can create a new ID once your profile is complete.

3

☒ UserID1234

☐ UserID5678

☐ UserID9012

Recommended ID Field

Page Notes

Field help for the User ID field is displayed when the user clicks within the associated form field. Content and interactions are consistent across all breakpoints. When the User ID entered meets the formatting requirements the Available Button is enabled. The user can check if the User ID is available before saving the User ID Form. If the User ID is not available the user must try again. If the user has exceeded the number of available attempts to create a valid User ID, the system recommends three IDs; the user must select one as their User ID. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element              | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Notes                                                                                                                                  |
|-----|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 1   | User ID Field Help   | onFocus displays the Create User ID Form Field                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Field Help is only displayed when the user is active in the field. If the user clicks the Available? Button, then Field Help is closed |
| 2   | Available? Button    | onClick the data is submitted and the button updates to indicate status. Statuses are: <div>a. Enabled State</div> <div>b. Checking Indicator:<div>Indicator updates to Checking while waiting on the server</div></div> <div>c. Available Indicator:<div>If the User ID is available the button updates to Available and does count against the number of attempts</div></div> <div>d. Unavailable Indicator:<div>If the User ID is not available and there are remaining attempts, the button updates to Unavailable and a form field error is displayed, this does count against the number of attempts</div></div> <div>e. Unavailable 1 More Attempt Indicator:<div>If the User ID is not available and there is 1 remaining attempt the button updates to Unavailable and a form field error is displayed indicating this is the user's last attempt, this does count against the number of attempts</div></div> <div>If the User ID has been edited and meets formatting requirements the Available? Button is displayed</div> |                                                                                                                                        |
| 3   | Recommended ID Field | If the User ID is not available and there are no remaining attempts, hides the field and displays a message with 3 recommended User IDs. <div>The first User ID is selected by default.</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Displays an error if the user leaves the experience (closing the browser, quitting or timing out).                                     |



Wireframe: User Profile Module - Choose User ID, Large View

Profile

User Profile

User ID & Password

Choose User ID

The user ID you entered is unavailable. Please select one of the following. You can change your user ID after your profile is complete.

1

UserID1234

UserID5678

UserID9101

REMEMBER MY USER ID ON SIGN ON

Cancel

Save

Page Notes

Module Type: Transactional Module

This is the Choose User ID view of the User ID & Password drawer within User Profile Module. If access to the information in this drawer is restricted, displays page level notification. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                   | Action | Notes                                                                                                                                                                                                                                      |
|-----|---------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Choose User ID Form Field |        | If the maximum number of attempts is reached to create a User ID, user is presented with a list of radio buttons with suggested User IDs<br><br>If the user clicks Cancel and then edit again, they are served the same suggested User IDs |

Wireframe: User Profile Module - Choose User ID, Extra Small View

Profile

✕ User Profile

User ID & Password

Choose User ID

The user ID you entered is unavailable. You can change your User ID after your profile is complete.

UserID1234

UserID5678

UserID9101

REMEMBER MY USER ID ON SIGN ON

Save

Cancel

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Page Notes

Module Type: Transactional Module

This is the Choose User ID view of the User ID & Password drawer within User Profile Module. If access to the information in this drawer is restricted, displays page level notification. Content and interactions are consistent across all breakpoints.

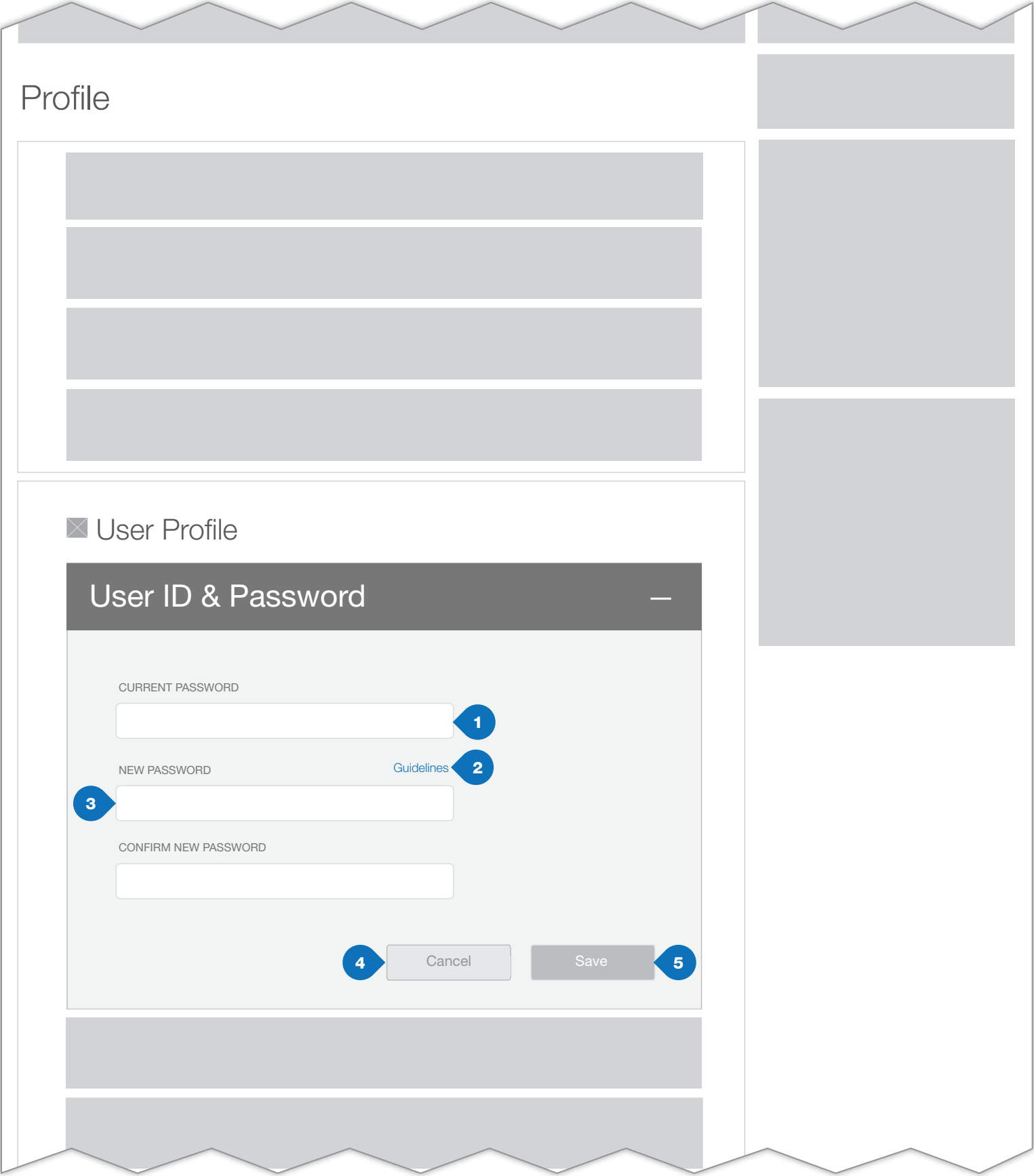
razorfish. | citi

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985



Wireframe: User Profile Module - Edit Password, Large View



Page Notes

Module Type: Transactional Module

This is the Edit Password view of the User Profile Module. If access to the information in this drawer is restricted, displays page level notification. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                     | Action                                                                                                                                                                                                                                                                                                                             | Notes                                                                                                     |
|-----|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 1   | Current Password Form Field | onFocus activates the field and user must enter the current password in order to update to new password                                                                                                                                                                                                                            |                                                                                                           |
| 2   | Guidelines Link             | onClick displays the Content Modal Module with the Guidelines content                                                                                                                                                                                                                                                              |                                                                                                           |
| 3   | New Password Form Field     | onFocus activates the field and the Password Field Help is displayed; when the user exits the field the field help closes and the data is validated for formatting; if an error is found then displays a form field error                                                                                                          | See Wireframe: User Profile Module - User ID and Password Details                                         |
| 4   | Cancel Button               | onClick cancels changes and displays the default state of the User ID & Password drawer                                                                                                                                                                                                                                            | See Wireframe: User Profile Module - Expanded User ID & Password, Large View                              |
| 5   | Save Button                 | 1. onClick checks the client-side data for any formatting errors, if an error is found then displays a form field error; If there are no formatting errors the data is submitted, if the Current Password could not be validated a module level error is displayed;<br>2. If there is a system failure displays a page level error | The user is never locked out from editing their password if the enter their current password incorrectly. |

Wireframe: User Profile Module - Edit Password, Extra Small View

Profile

✕ User Profile

User ID & Password

CURRENT PASSWORD

NEW PASSWORD

[Guidelines](#)

CONFIRM NEW PASSWORD

Save

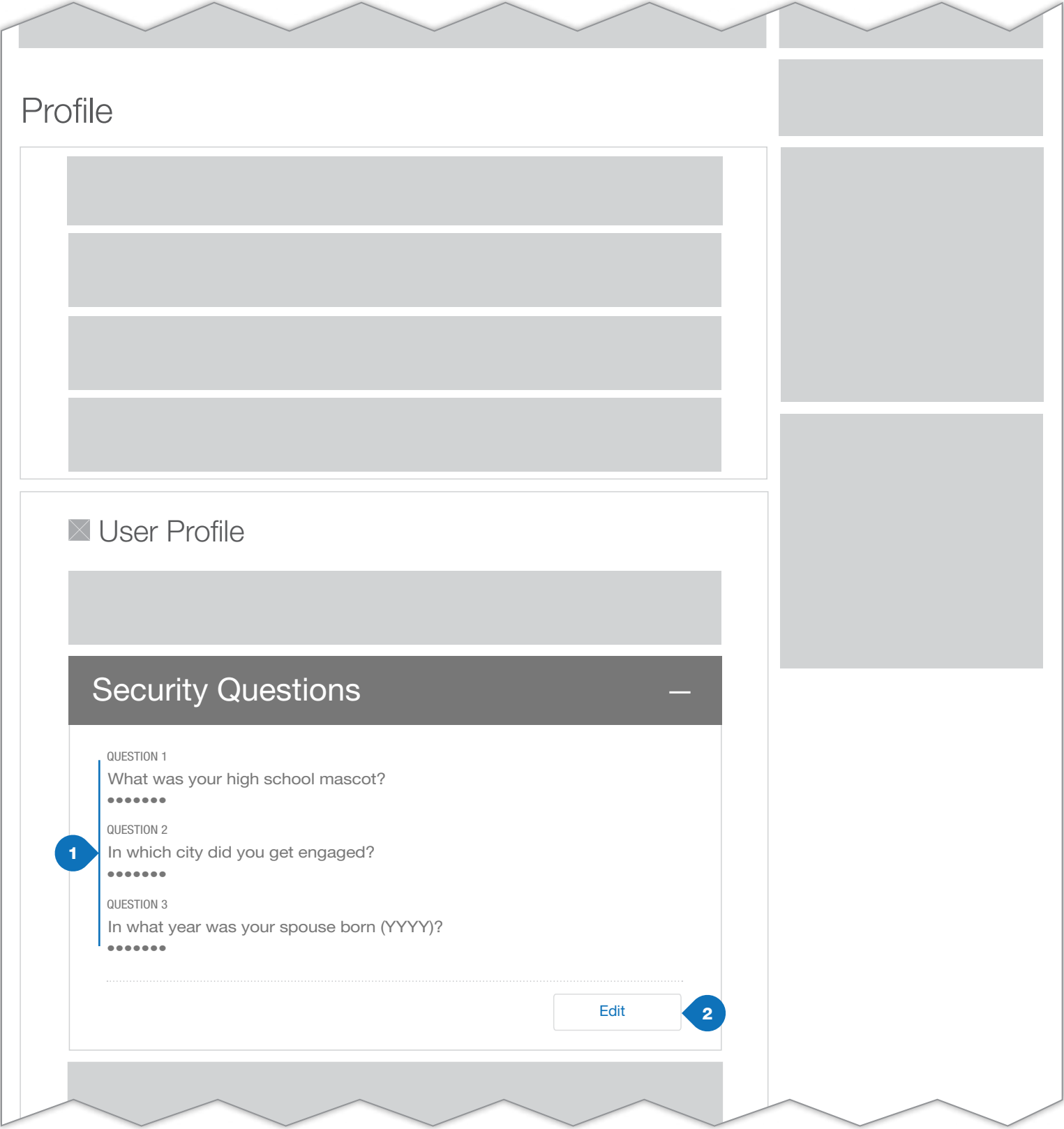
Cancel

Page Notes

Module Type: Transactional Module

This is the Edit Password view of the User Profile Module. Content and interactions are consistent across all breakpoints.

Wireframe: User Profile Module - Security Questions, Large View



Page Notes

Module Type: Transactional Module

This is the Security Questions drawer of the User Profile Module. If the module fails to load, displays Module Failure. Module is not displayed if account has legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this drawer is restricted, displays page level notification. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                        | Action                                                 | Notes                                                                                                                                                                         |
|-----|--------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Security Questions Selection   | None                                                   | Dynamic content. Displays the Security Questions associated with the account.<br><br>Conditional Content. If Security Questions have not been set yet, see copy deck content. |
| 2   | Security Questions Edit Button | onClick displays the edit state for Security Questions | See <i>Wireframe: User Profile Module - Edit Security Questions</i><br><br>Edit Button is disabled if the user has status restriction                                         |

# Wireframe: User Profile Module - Security Questions, Extra Small View

Profile

✕

User Profile

Security Questions

QUESTION 1

What was your high school mascot?

●●●●●●

QUESTION 2

In which city did you get engaged?

●●●●●●

QUESTION 3

In what year was your spouse born (YYYY)?

●●●●●●

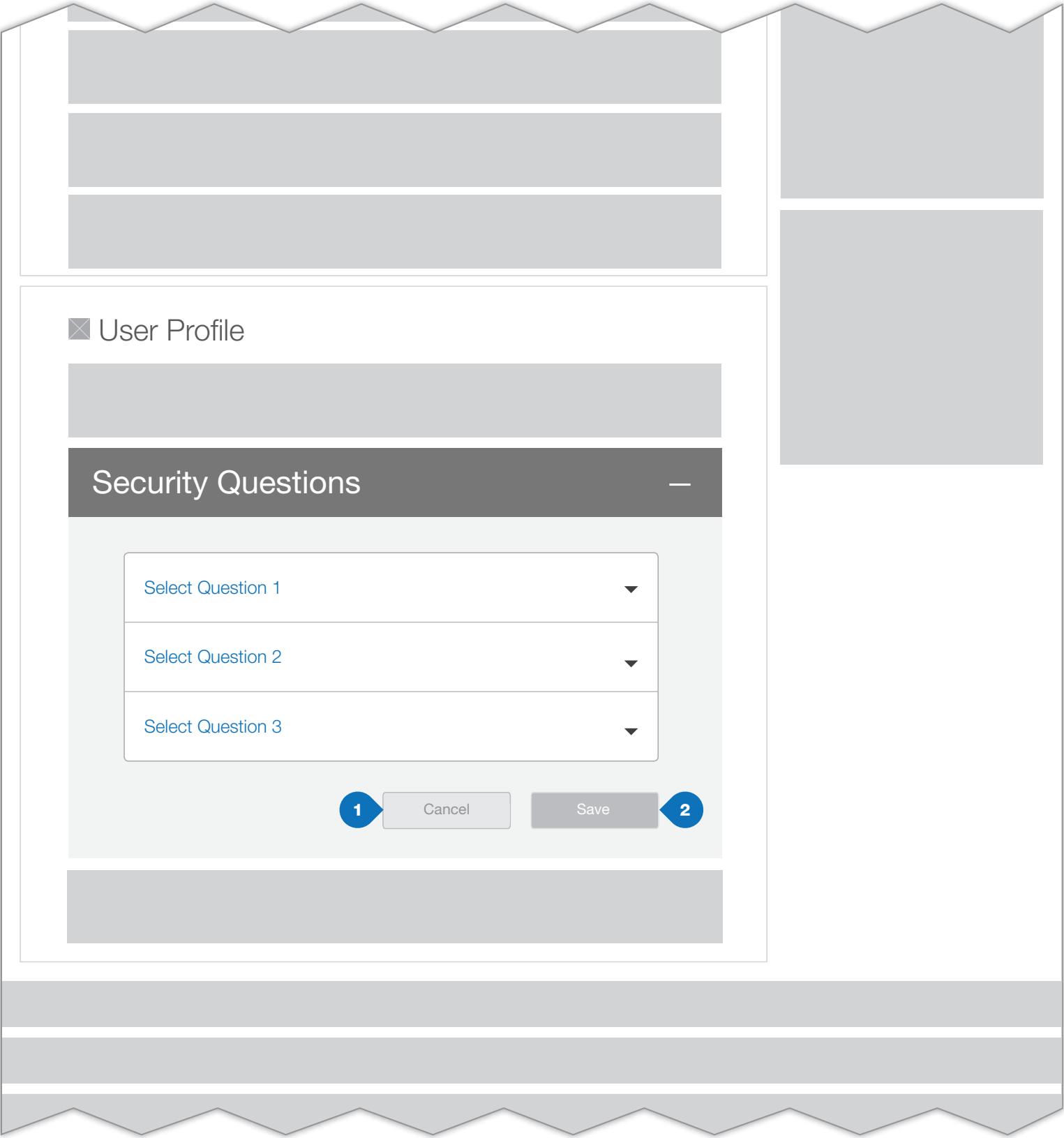
Edit

## Page Notes

Module Type: Transactional Module

This is the Security Questions drawer of the User Profile Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. Module is not displayed for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this drawer is restricted, displays page level notification.

Wireframe: User Profile Module - Edit Security Questions, Large View



Page Notes

Module Type: Transactional Module

This is the Edit Security Questions drawer of the User Profile Module. Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element       | Action                                                                                                            | Notes                                                                                 |
|-----|---------------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1   | Cancel Button | onClick cancels changes and displays the default state of the Security Questions drawer                           | See <i>Wireframe: User Profile Module - Expanded Security Questions, Large View</i> . |
| 2   | Save Button   | onClick validates the data and saves user edits, then displays the default state with a confirmation notification |                                                                                       |

Wireframe: User Profile Module - Edit Security Questions, Extra Small View

Profile

✕ User Profile

Security Questions —

Select Question 1 ▼

Select Question 2 ▼

Select Question 3 ▼

Save

Cancel

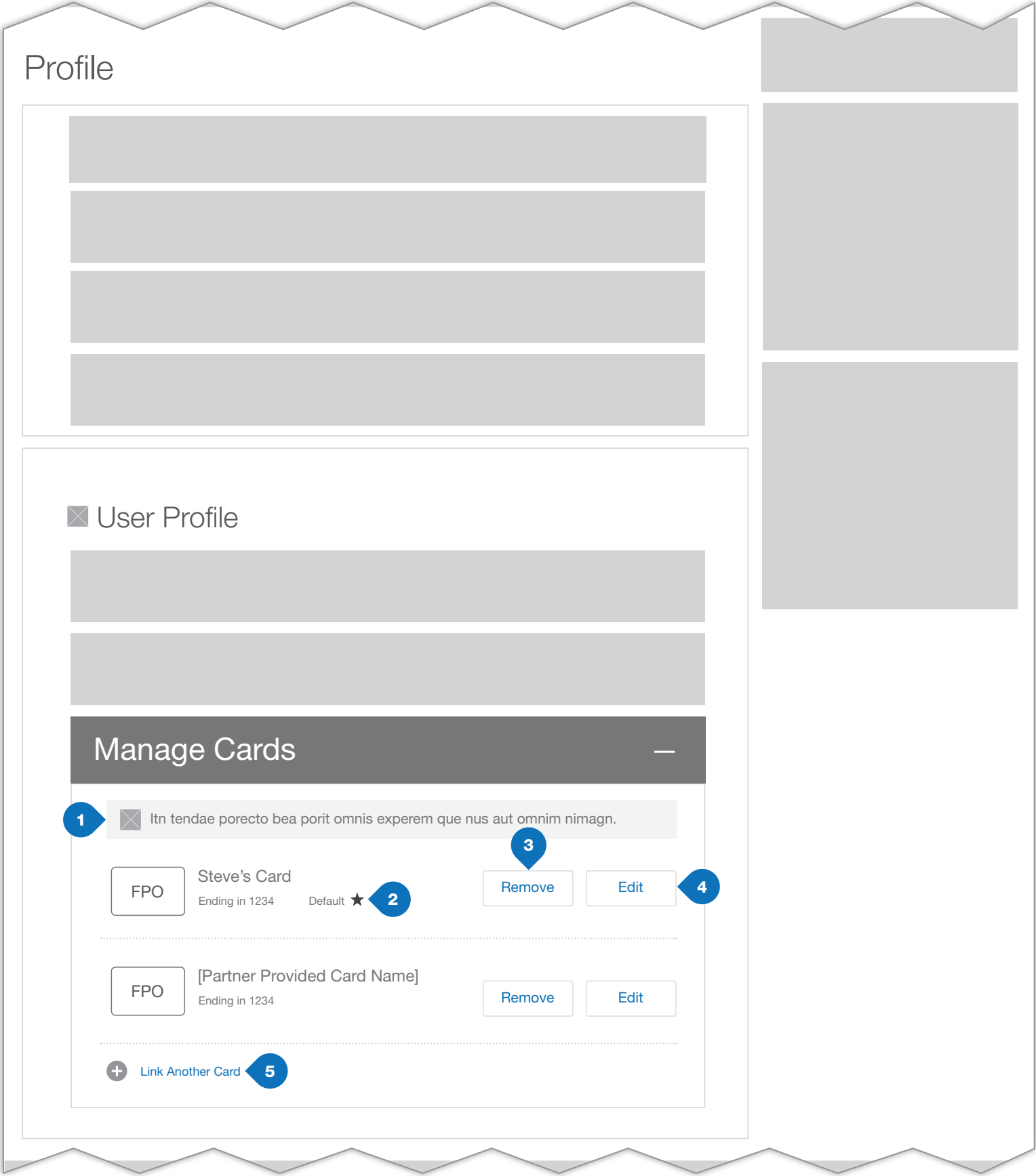
Page Notes

Module Type: Transactional Module

This is the Edit Security Questions drawer of the User Profile Module. Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, displays page level notification.



Wireframe: User Profile Module - Manage Cards, Large View



Page Notes

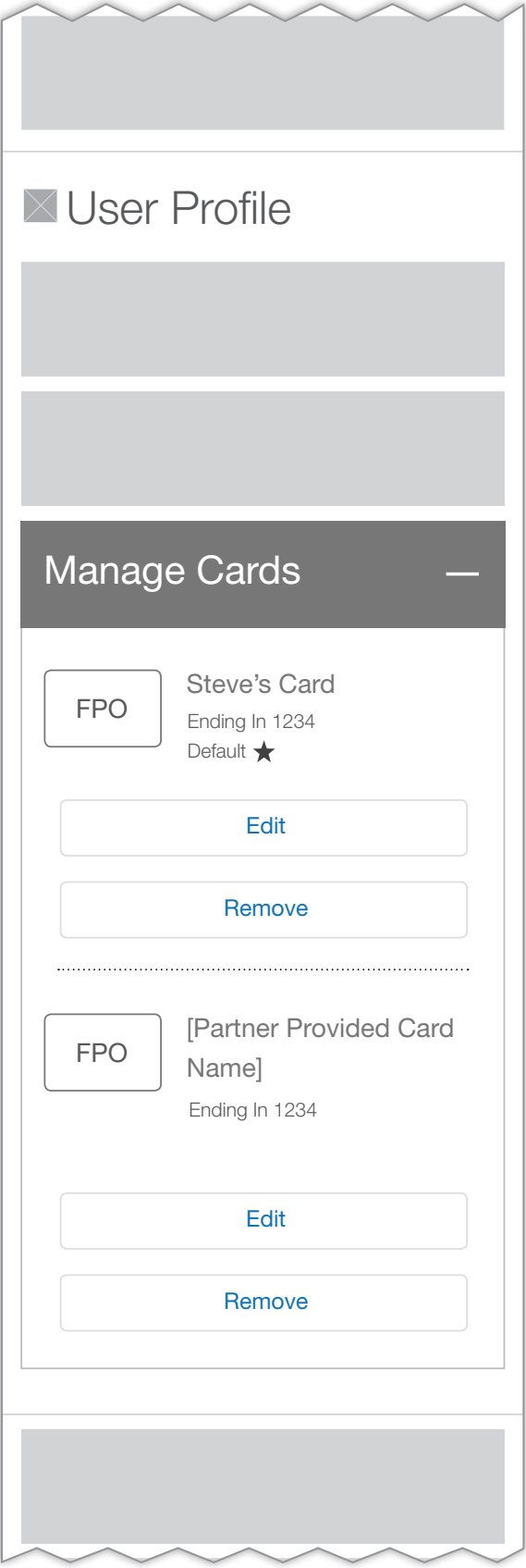
Module Type: Transactional Module

This is the Manage Cards drawer of the User Profile Module. Content and interactions are consistent across all breakpoints. Drawer is not displayed for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element                | Action                                                 | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----|------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Section Level Message  | None                                                   | Conditional content. Displays message —above the content of each section— after changes are saved for each section. It remains until user clicks away or page refreshes. This behavior is common for all the drawers on this page.                                                                                                                                                                                                                                                   |
| 2   | Default Card Indicator | None                                                   | Indicates the user's default card.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3   | Remove Button          | onClick displays the Remove Card Modal                 | Conditional content. "Remove" Button is not displayed if the user only has one card.<br><br>Conditional content. If the default card is removed, makes the most recently linked card the default. Displays notification with the new default card's last digits.<br><br>Conditional content. If the card removed is the current card in the Card Selector Module, re-loads page, displays the next card in the Card Selector Module and display page and section level notification. |
| 4   | Edit Button            | onClick displays Manage Linked Cards Module            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5   | Link Another Card Link | onClick displays Add a Linked Card Module process page | There is no limit to the number of cards that can be linked.                                                                                                                                                                                                                                                                                                                                                                                                                         |

# Wireframe: User Profile Module - Manage Cards, Extra Small View



## Page Notes

Module Type: Transactional Module

This is the Manage Cards drawer of the User Profile Module. Content and interactions are consistent across all breakpoints. Module is not displayed for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this drawer is restricted, displays page level notification.



Wireframe: User Profile Module - Edit Card Info, Large View

Profile

✕ User Profile

Manage Cards

FPO

1

Card Nickname

[Partner Provided Card Name]

Ending in 4321

2

☐

Set as default card

3

Cancel

Save

4

Page Notes

Module Type: Transactional Module

This is Edit Card Info view of the Manage Cards drawer within the User Profile Module for a non-default card. Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element                      | Action                                                                                                                                                  | Notes                                                                                                                                                                                                                                   |
|-----|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Nickname Text Field     | onFocus activates the field; when the user exits the field, the data is validated for formatting. If an error is found then displays a form field error | Nickname is always an optional field. If the user has assigned a nickname, removes it and saves the form, the nickname is then populated with the default name.                                                                         |
| 2   | Set as Default Card Checkbox | onClick displays checkmark in the checkbox                                                                                                              | If the box is checked and user clicks Save, assign this card as the default card for the account.<br><br>This is conditional content. Hides ‘Set as Default Card’ if the user has only one card on file or for the default card itself. |
| 3   | Cancel Button                | onClick cancels changes and displays the default state of the Manage Cards drawer                                                                       | See <i>Wireframe: User Profile Module - Expanded Manage Cards, Large View</i>                                                                                                                                                           |
| 4   | Save Button                  | onClick validates the data and saves user edits. Then displays the default state with a confirmation notification                                       |                                                                                                                                                                                                                                         |

# Wireframe: User Profile Module - Edit Card Info, Extra Small View

✕

User Profile

Manage Cards

—

FPO

Card Nickname

[Partner Provided Card Name]

Ending in 1234

☐ Set as default card

Save

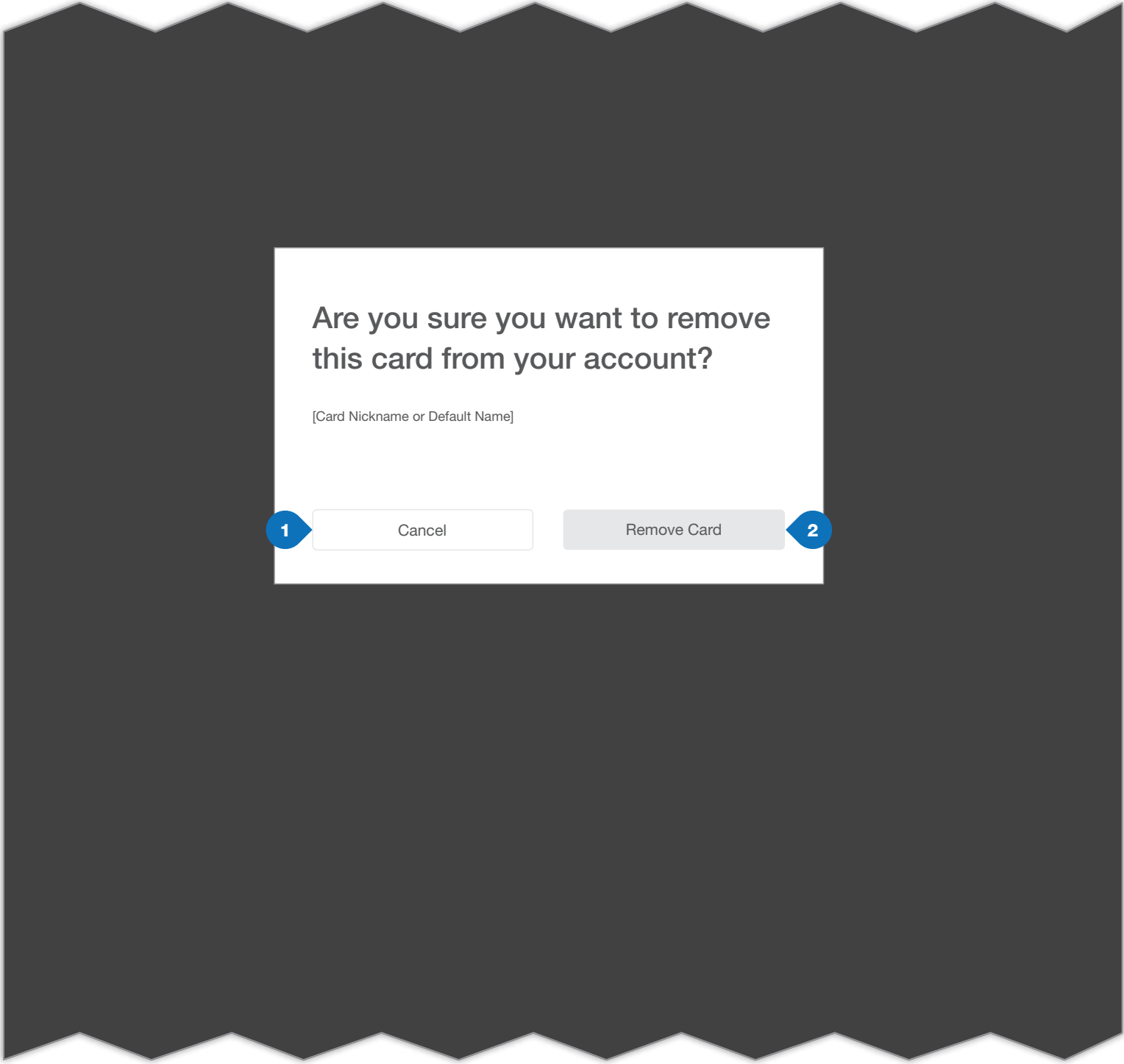
Cancel

## Page Notes

Module Type: Transactional Module

This is Edit Card Info view of the Manage Cards drawer within the User Profile Module for a non-default card. Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, displays page level notification.

## Wireframe: User Profile Module - Remove Card Modal, Large View



### Page Notes

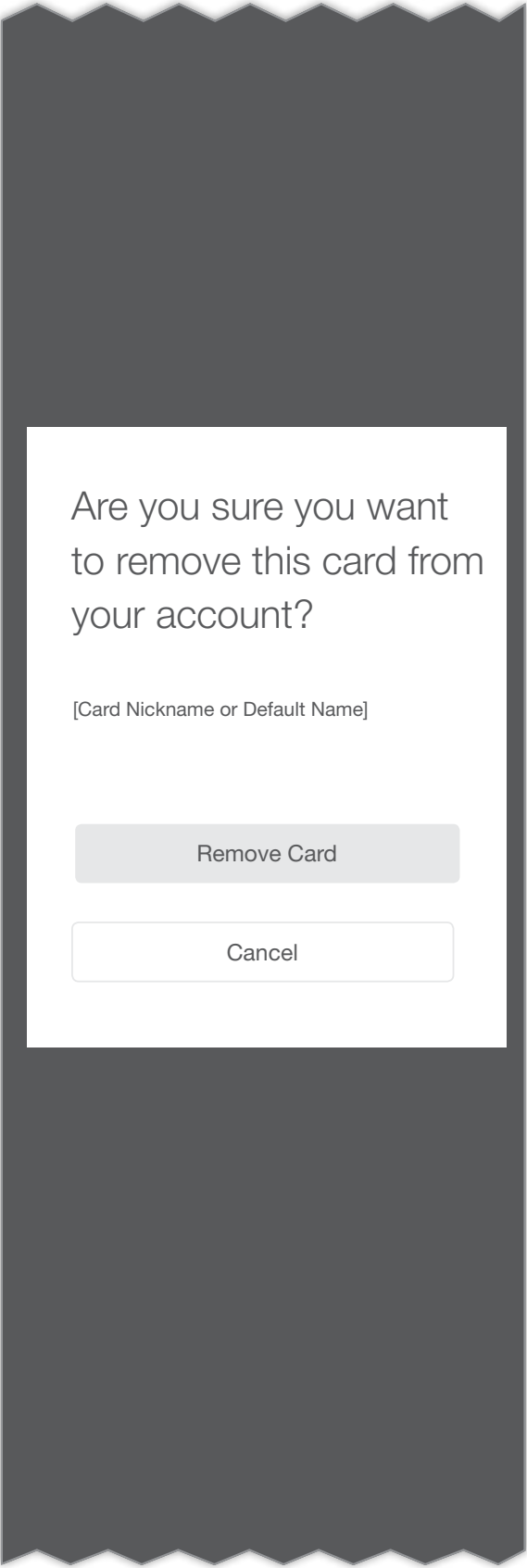
Module Type: Transactional Module

This is the Remove Card Confirmation Modal of the Manage Cards drawer within the User Profile Module. If access to the information in this drawer is restricted, displays page level notification. Content and interactions are consistent across all breakpoints.

### Interaction Notes

| Key | Element            | Action                                                                                                                               | Notes                                                                                                                                                                                                                                                                                                                                                                                   |
|-----|--------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Cancel Button      | onClick closes the Remove Card Confirmation Modal and displays the Default view of the Manage Linked Cards Modal                     |                                                                                                                                                                                                                                                                                                                                                                                         |
| 2   | Remove Card Button | onClick removes the corresponding card from the account then displays the default state with a page level confirmation notification. | Conditional content. If the default card is removed, makes the most recently linked card the default. Displays notification with the new default card's last digits.<br><br>Conditional content. If the card removed is the active card in the Card Selector Module, re-loads page, displays the next card in the Card Selector Module and display page and section level notification. |

# Wireframe: User Profile Module - Remove Card Modal, Extra Small View



## Page Notes

Module Type: Transactional Module

This is the Remove Card Confirmation Modal of the Manage Cards drawer within the User Profile Module. If access to the information in this drawer is restricted, displays page level notification. Content and interactions are consistent across all breakpoints.

| FUSION: USER PROFILE – MODULE HEADER                |   |   |                     |                                                                      |                                                                                                  |                |                                   |                |                          |        |                                                                                                                                          |
|-----------------------------------------------------|---|---|---------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------------|-----------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------|
| D                                                   | T | M | ELEMENT             | COPY                                                                 | COPY (SPANISH)                                                                                   | ADA            | ADA (SPANISH)                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                    |
|                                                     |   |   | Header              | User Profile                                                         | Perfil de usuario                                                                                |                |                                   |                |                          |        |                                                                                                                                          |
| FUSION: USER PROFILE – USER ID AND PASSWORD SECTION |   |   |                     |                                                                      |                                                                                                  |                |                                   |                |                          |        |                                                                                                                                          |
| D                                                   | T | M | ELEMENT             | COPY                                                                 | COPY (SPANISH)                                                                                   | ADA            | ADA (SPANISH)                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                    |
|                                                     |   |   | Conditional Content | You cannot update your User ID at this time. Please try again later. | No puedes actualizar tu Identificación de usuario en este momento. Inténtalo de nuevo más tarde. |                |                                   |                |                          |        | Appears if the user cancels the process after receiving User ID options in the form of radio buttons (24-hour lockout)                   |
|                                                     |   |   | Header              | User ID and Password                                                 | Identificación de usuario y contraseña                                                           |                |                                   |                |                          |        |                                                                                                                                          |
|                                                     |   | 1 | Icon                | [Expand Icon]                                                        |                                                                                                  |                |                                   |                |                          |        |                                                                                                                                          |
|                                                     |   | 1 | Icon                | [Collapse Icon]                                                      |                                                                                                  |                |                                   |                |                          |        |                                                                                                                                          |
|                                                     |   |   | Conditional Copy    | You’ve saved your User ID.                                           | Has guardado tu identificación de usuario.                                                       |                |                                   |                |                          |        | CIL code “update_userid_success”<br><br>Confirmation message.<br><br>Appears if the user updates their information and clicks Save.      |
|                                                     |   |   | Table Header        | User ID                                                              | Identificación de usuario                                                                        |                |                                   |                |                          |        |                                                                                                                                          |
|                                                     |   |   | Button              | Edit                                                                 | Editar                                                                                           | Edit User ID.  | Editar identificación de usuario. |                |                          |        | Button is inactive if the user’s account status bars them from updating this information, or if the user has received a 24-hour lockout. |
|                                                     |   |   | Conditional Copy    | You’ve saved your Password.                                          | Has guardado tu contraseña.                                                                      |                |                                   |                |                          |        | CIL code “update_password_success”<br><br>Confirmation message.<br><br>Appears if the user updates their information and clicks Save.    |
|                                                     |   |   | Table Header        | Password                                                             | Contraseña                                                                                       |                |                                   |                |                          |        |                                                                                                                                          |
|                                                     |   |   | Button              | Edit                                                                 | Editar                                                                                           | Edit Password. | Editar contraseña.                |                |                          |        | Button is inactive if the user’s account status bars them from updating this information.                                                |

| FUSION: USER PROFILE – EDIT USER ID |   |   |                    |                            |                                   |                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |       |
|-------------------------------------|---|---|--------------------|----------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|
| D                                   | T | M | ELEMENT            | COPY                       | COPY (SPANISH)                    | ADA                                                                                                                                                                                                     | ADA (SPANISH)                                                                                                                                                                                                                                                                                 | ERROR MESSAGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CMS ID | NOTES |
|                                     |   |   | Field Label        | Create User ID             | Crear Identificación de Usuario   | Your User ID must use a minimum of five characters, but no more than thirty two. It must not have more than three consecutive digits. For more information, access our User ID and Password guidelines. | Tu Identificación de Usuario debe utilizar un mínimo de cinco caracteres, pero no más de treinta y dos. Tu Identificación de Usuario no puede contener más de tres dígitos consecutivos. Para obtener más información, accede a nuestras pautas sobre Identificación de Usuario y Contraseña. | <p>Client-Side Errors [Field Level]:</p> <p>If blank or invalid data entry:<br/><b>Please create a User ID with a minimum of 5 characters, but no more than 32.</b></p> <p>Client side error, field level, unaccepted special characters.<br/><b>Please try again. Certain special characters are not allowed.</b></p> <p>If new User ID matches current User ID (CIL error code 5113):<br/><b>Your new User ID must be different from your current User ID. Please try again.</b></p> <p>If user enters more than three consecutive digits:<br/><b>Your User ID cannot contain more than three consecutive digits. Please review the guidelines and try again.</b></p> <p>If User ID meets formatting requirements but is unavailable:<br/><b>[See error copy for “Available?” Button, below]</b></p> | <p>Errores por parte del cliente:</p> <p>Si el ingreso de datos está en blanco o es inválido:<br/><b>Crea una Identificación de Usuario con un mínimo de 5 caracteres, pero no más de 32.</b></p> <p>Client side error, field level, unaccepted special characters<br/><b>Por favor, inténtalo de nuevo. Algunos caracteres especiales no están permitidos.</b></p> <p>If new User ID matches current User ID (CIL error code 5113):<br/><b>Tu nueva Identificación de Usuario debe ser diferente a tu actual Identificación de Usuario. Vuelve a intentarlo.</b></p> <p>If user enters more than three consecutive digits:<br/><b>Tu Identificación de Usuario no puede contener más de tres dígitos consecutivos. Por favor revisa las pautas e intenta de nuevo.</b></p> <p>Si la Identificación de Usuario cumple con los requisitos de formato, pero no está disponible:<br/><b>[Consulta la copia de error para el botón “¿Disponible?” a continuación]</b></p> |        |       |
|                                     |   |   | Link               | <a href="#">Guidelines</a> | <a href="#">Pautas</a>            | User ID Guidelines                                                                                                                                                                                      | Pautas sobre la Identificación de Usuario.                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |       |
|                                     |   |   | Field Help Heading | User ID Requirements       | Tu Identificación de Usuario debe |                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |       |



|  |  |  |              |                                                                              |                                                                                                            |                                     |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                 |
|--|--|--|--------------|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Help   | - Must be 5 to 32 characters<br>- Cannot have more than 3 consecutive digits | - Utilizar un mínimo de 5 caracteres, pero no más de 32<br>- No puede tener más de 3 dígitos consecutivos. |                                     |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                 |
|  |  |  | Button       | Available?                                                                   | ¿Disponible?                                                                                               | Check if this User ID is available. | Verifica si esta Identificación de Usuario está disponible. | Server-side Errors [Module Level]:<br>First 3 attempts:<br>The User ID you entered is unavailable. Please create a different User ID.<br><br>4th attempt:<br>The User ID you entered is unavailable. Please create a different user ID. You have one attempt remaining before you will be asked to select from a list of User IDs.<br><br>5th attempt:<br>Present radio buttons with system-generated User IDs | Error por parte del servidor:<br>De los primeros 3 intentos:<br>La Identificación de Usuario que ingresaste no está disponible. Crea una Identificación de Usuario diferente.<br><br>Del cuarto intento:<br>La Identificación de Usuario que ingresaste no está disponible. Crea una identificación de usuario diferente. Puedes hacer un último intento antes de que te soliciten seleccionar de una lista de Identificaciones de Usuario.<br><br>Del quinto intento:<br>Mostrar botones de radio con Identificaciones de Usuario generadas por el sistema |  | First 3 attempts:<br>CIL Status Code: CIL_5027<br><br>4th attempt:<br>CIL Status Code:CIL_5028<br><br>5th attempt:<br>CIL Status Code: CIL_5029 |
|  |  |  | Button State | Checking...                                                                  | Verificando...                                                                                             | Checking if User ID is available.   |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                 |
|  |  |  | Button State | [Checkmark] Available                                                        | Disponible                                                                                                 | User ID is available.               | La Identificación de Usuario está disponible.               |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                 |
|  |  |  | Button State | Unavailable                                                                  | No Disponible                                                                                              | User ID is unavailable.             | La Identificación de Usuario no está disponible.            | Server-Side Error [Field Level]:<br><br>The User ID you selected is unavailable. Please create a different User ID.                                                                                                                                                                                                                                                                                            | Errores por parte del cliente:<br><br>La Identificación de Usuario que seleccionaste no está disponible. Crea una Identificación de Usuario diferente.                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                 |
|  |  |  | Heading      | Choose User ID                                                               | Seleccione Identificación de Usuario                                                                       |                                     |                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | Appears in place of Create User ID after fifth attempt in previous field                                                                        |

|                                      |   |   |             |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                 |                            |                                                  |                                                                                                                                                                                                            |                                                                                                                                                                                                             |        |                                                                                                   |
|--------------------------------------|---|---|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------------------|
|                                      |   |   | Text        | The User ID you selected is unavailable. Please select one of the following. You can create a new ID once your profile is complete.<br>(Display radio buttons with system-generated User IDs) | La Identificación de Usuario que seleccionaste no está disponible. Selecciona una de las siguientes. Puedes crear una Identificación de Usuario nueva cuando hayas completado tu perfil.<br>(Mostrar botones de radio con Identificaciones de Usuario generadas por el sistema) |                            |                                                  |                                                                                                                                                                                                            |                                                                                                                                                                                                             |        | Appears after fifth attempt in previous field                                                     |
|                                      |   |   | Checkbox    | Remember my User ID on sign on                                                                                                                                                                | Recordar mi identificación de usuario en el inicio de sesión                                                                                                                                                                                                                    |                            |                                                  |                                                                                                                                                                                                            |                                                                                                                                                                                                             |        | Conditional content that displays if the user has not previously selected the Remember Me option. |
|                                      |   |   | Button      | Save                                                                                                                                                                                          | Guardar                                                                                                                                                                                                                                                                         | Save changes to User ID.   | Guardar cambios a la identificación de usuario.  |                                                                                                                                                                                                            |                                                                                                                                                                                                             |        |                                                                                                   |
|                                      |   |   | Button      | Cancel                                                                                                                                                                                        | Cancelar                                                                                                                                                                                                                                                                        | Cancel changes to User ID. | Cancelar cambios a la identificación de usuario. |                                                                                                                                                                                                            |                                                                                                                                                                                                             |        |                                                                                                   |
| FUSION: USER PROFILE – EDIT PASSWORD |   |   |             |                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                 |                            |                                                  |                                                                                                                                                                                                            |                                                                                                                                                                                                             |        |                                                                                                   |
| D                                    | T | M | ELEMENT     | COPY                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                                                                                  | ADA                        | ADA (SPANISH)                                    | ERROR MESSAGES                                                                                                                                                                                             | ERROR MESSAGES (SPANISH)                                                                                                                                                                                    | CMS ID | NOTES                                                                                             |
|                                      |   |   | Field Label | Current Password                                                                                                                                                                              | Contraseña actual                                                                                                                                                                                                                                                               |                            |                                                  | Client-Side Errors [Field Level]:<br>If blank:<br>Please enter your Password.<br><br>If incorrect password (CIL error code 5042):<br>The Password you entered is incorrect. Please re-enter your Password. | Client-Side Errors [Field Level]:<br>If blank:<br>Ingresa tu contraseña.<br><br>If incorrect password CIL error code 5042):<br>La contraseña que ingresaste es incorrecta. Vuelve a ingresar tu contraseña. |        |                                                                                                   |



|  |  |  |                    |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                        |
|--|--|--|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------|
|  |  |  | Field Label        | New Password                                                                                                                                                                                                                                         | Nueva contraseña                                                                                                                                                                                                                                                                                | Your password must be different from your User ID. It must have six to thirty two characters, including one letter, and two numbers. It cannot have two spaces in a row, and certain special characters are not allowed. For more information, access our User ID and Password guidelines. | Tu contraseña debe ser diferente de tu Identificación de Usuario. Debe tener entre seis y treinta y dos caracteres, incluidos una letra, dos números, y ningún espacio o carácter especial. Para obtener más información, accede a nuestras Pautas sobre la Identificación de Usuario y la Contraseña. | Client-Side Errors [Field Level]:<br>If blank:<br>Please create a Password.<br><br>Insufficient characters:<br>Your Password must have 6 to 32 characters with at least 2 numbers. Please view the User ID and Password Guidelines for more information.<br><br>If password does not contain at least 2 numbers and 1 letter and/or contains special characters or two spaces in a row<br>Your Password must contain at least 2 numbers and 1 letter. It cannot contain two consecutive spaces, and certain special characters are not allowed. Please try again. | Errores por parte del cliente:<br>Si está en blanco:<br>Crea una Contraseña.<br><br>Caracteres insuficientes:<br>Tu Contraseña debe tener entre 6 y 32 caracteres con por lo menos 2 numeros. Consulta las Pautas sobre Identificación de Usuario y Contraseña para obtener más información.<br><br>Si la contraseña no contiene por lo menos 2 números y 1 letra y contiene caracteres especiales o dos espacios consecutivos<br>Tu contraseña debe contener por lo menos 2 números y 1 letra. No puede contener dos espacios consecutivos, y ciertos caracteres especiales no están permitidos. Vuelve a intentarlo. |  | Links to content modal |
|  |  |  | Field Help Heading | Password Requirements                                                                                                                                                                                                                                | Requisitos para la Contraseña                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                        |
|  |  |  | Field Help         | <ul style="list-style-type: none"><li>Between 6 and 32 characters</li><li>Include 1 letter and 2 numbers</li><li>Cannot include two spaces in a row, and certain special characters are not allowed</li><li>Must be different from User ID</li></ul> | <ul style="list-style-type: none"><li>Debe tener entre 6 y 32 caracteres</li><li>Debe incluir 1 letra y 2 números</li><li>No puede contener dos espacios consecutivos, y ciertos caracteres especiales no están permitidos</li><li>Debe ser diferente de la Identificación de Usuario</li></ul> |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                        |
|  |  |  | Link               | Guidelines                                                                                                                                                                                                                                           | Pautas                                                                                                                                                                                                                                                                                          | Password Guidelines                                                                                                                                                                                                                                                                        | Pautas sobre la Contraseña                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | Links to content modal |
|  |  |  | Field Label        | Confirm Password                                                                                                                                                                                                                                     | Confirmar Contraseña                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                        | Client-Side Errors [Field Level]:<br>If Blank<br>Please re-enter the Password you entered above.<br><br>If Password field does not match Confirm Password field:<br>The Passwords you entered do not match. Please try again.                                                                                                                                                                                                                                                                                                                                     | Errores por parte del cliente<br>Si está en blanco:<br>Vuelve a ingresar la Contraseña que ingresaste arriba.<br><br>Si el campo Contraseña no coincide con el campo Confirmar Contraseña:<br>Las Contraseñas que ingresaste no coinciden. Vuelve a intentarlo.                                                                                                                                                                                                                                                                                                                                                        |  |                        |

|                                                   |   |   |                  |                                                                                                      |                                                                                                                  |                             |                                   |                |                          |        |                                                                                                                                                    |
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|                                                   |   |   | Button           | Save                                                                                                 | Guardar                                                                                                          | Save changes to Password.   | Guardar cambios a la contraseña.  |                |                          |        |                                                                                                                                                    |
|                                                   |   |   | Button           | Cancel                                                                                               | Cancelar                                                                                                         | Cancel changes to Password. | Cancelar cambios a la contraseña. |                |                          |        |                                                                                                                                                    |
| FUSION: USER PROFILE – SECURITY QUESTIONS SECTION |   |   |                  |                                                                                                      |                                                                                                                  |                             |                                   |                |                          |        |                                                                                                                                                    |
| D                                                 | T | M | ELEMENT          | COPY                                                                                                 | COPY (SPANISH)                                                                                                   | ADA                         | ADA (SPANISH)                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                              |
|                                                   |   |   | Table Header     | Security Questions                                                                                   | Preguntas de seguridad                                                                                           |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   | 1 | Icon             | [Expand Icon]                                                                                        |                                                                                                                  |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   | 1 | Icon             | [Collapse Icon]                                                                                      |                                                                                                                  |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   |   | Button           | Edit                                                                                                 | Editar                                                                                                           | Edit Security Questions.    | Editar preguntas de seguridad.    |                |                          |        | Button is inactive if the user’s account status bars them from updating this information.                                                          |
|                                                   |   |   | Dynamic Copy     | We don’t have your Security Questions on file. For your protection, please add them to your account. | No tenemos tus preguntas de seguridad en nuestros archivos. Para tu protección, por favor agrégalas a tu cuenta. |                             |                                   |                |                          |        | Message appears if the user does not have security questions on file.                                                                              |
|                                                   |   |   | Conditional Copy | You’ve saved your security questions.                                                                | Has guardado tus preguntas de seguridad.                                                                         |                             |                                   |                |                          |        | CIL code “You’ve saved your security questions.”<br><br>Confirmation message.<br><br>Appears if the user updates their information and clicks Save |
|                                                   |   |   | Table Header     | QUESTION 1                                                                                           | PREGUNTA 1                                                                                                       |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   |   | Dynamic Copy     | [User-selected Question 1]                                                                           |                                                                                                                  |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   |   | Dynamic Copy     | [User-defined answer to Question 1]                                                                  |                                                                                                                  |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   |   | Table Header     | QUESTION 2                                                                                           | PREGUNTA 2                                                                                                       |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   |   | Dynamic Copy     | [User-selected Question 2]                                                                           |                                                                                                                  |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   |   | Dynamic Copy     | [User-defined answer to Question 2]                                                                  |                                                                                                                  |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   |   | Table Header     | QUESTION 3                                                                                           | PREGUNTA 3                                                                                                       |                             |                                   |                |                          |        |                                                                                                                                                    |
|                                                   |   |   | Dynamic Copy     | [User-selected Question 3]                                                                           |                                                                                                                  |                             |                                   |                |                          |        |                                                                                                                                                    |

|                                                |   |   |                         |                                                                                           |                                                                                                                                  |                                  |                                           |                                                                                                |                                                                                                    |        |                                                                   |
|------------------------------------------------|---|---|-------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------|
|                                                |   |   | Dynamic Copy            | [User-defined answer to Question 3]                                                       |                                                                                                                                  |                                  |                                           |                                                                                                |                                                                                                    |        |                                                                   |
| FUSION: USER PROFILE – EDIT SECURITY QUESTIONS |   |   |                         |                                                                                           |                                                                                                                                  |                                  |                                           |                                                                                                |                                                                                                    |        |                                                                   |
| D                                              | T | M | ELEMENT                 | COPY                                                                                      | COPY (SPANISH)                                                                                                                   | ADA                              | ADA (SPANISH)                             | ERROR MESSAGES                                                                                 | ERROR MESSAGES (SPANISH)                                                                           | CMS ID | NOTES                                                             |
|                                                |   |   | Drop Down Label State   | Select Question [#] (Repeat for all other Security Questions)                             | Selecciona la Pregunta [#] (Repetir para todas las otras Preguntas de Seguridad)                                                 |                                  |                                           |                                                                                                |                                                                                                    |        | (Before Question is selected)                                     |
|                                                |   |   | Drop Down Label State 2 | Select Question [#] (Repeat for all other Security Questions)                             | Selecciona la Pregunta [#] (Repetir para todas las otras Preguntas de Seguridad)                                                 |                                  |                                           |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Drop Down Text          | [Display Security questions per business rules] (Repeat for all other Security Questions) | [Mostrar las preguntas de Seguridad de acuerdo con las reglas comerciales] (Repetir para todas las otras Preguntas de Seguridad) |                                  |                                           |                                                                                                |                                                                                                    |        | Error message will only display once when the user clicks “Save.” |
|                                                |   |   | Question Field Label    | Question [#]                                                                              | Pregunta [#]                                                                                                                     |                                  |                                           |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Field Text              | [Display the selected security question]                                                  | [Mostrar la pregunta de seguridad seleccionada]                                                                                  |                                  |                                           |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Button                  | Edit                                                                                      | Editar                                                                                                                           | Edit Security Question [#].      | Editar Pregunta de Seguridad [#].         |                                                                                                |                                                                                                    |        |                                                                   |
|                                                |   |   | Text Field              | [Display user’s answer]                                                                   | [Mostrar la respuesta del usuario]                                                                                               | Answer to Security Question [#]. | Respuesta a la Pregunta de Seguridad [#]. | Client-Side Errors [Field Level]:<br>If blank:<br>Please answer your chosen Security Question. | Error por parte del cliente:<br>If blank:<br>Por favor, responde tu Pregunta de Seguridad elegida. |        |                                                                   |

|                                             |   |   |                                    |                                                                |                                                               |                                       |                                                |                                                                                                                                                      |                                                                                                                                                                           |        |                                                                                                                                                                                                                 |
|---------------------------------------------|---|---|------------------------------------|----------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                             |   |   |                                    |                                                                |                                                               |                                       |                                                | If answer contains 3 characters or fewer:<br>Your answer must contain at least 4 characters.                                                         | Si la respuesta contiene 3 caracteres o menos:<br>Tu respuesta debe contener por lo menos 4 caracteres.                                                                   |        |                                                                                                                                                                                                                 |
|                                             |   |   |                                    |                                                                |                                                               |                                       |                                                | If answer matches another security question's answer:<br>You used this answer for another question. Please use a different answer for each question. | Si la respuesta coincide con otra respuesta a una pregunta de seguridad:<br>Utilizaste esta respuesta para otra pregunta. Usa una respuesta diferente para cada pregunta. |        |                                                                                                                                                                                                                 |
|                                             |   |   |                                    |                                                                |                                                               |                                       |                                                | If answer contains special characters:<br>Your answer cannot have special characters, such as & and ( )                                              | Si la respuesta contiene caracteres especiales:<br>Tu respuesta no puede tener caracteres especiales, como & y ( )                                                        |        |                                                                                                                                                                                                                 |
|                                             |   |   |                                    |                                                                |                                                               |                                       |                                                | If answer has more than two repeating characters:<br>Your answer cannot have more than two repeating characters.                                     | Si la respuesta tiene más de dos caracteres repetidos:<br>Tu respuesta no puede tener más de dos caracteres repetidos.                                                    |        |                                                                                                                                                                                                                 |
|                                             |   |   | Button (Primary)                   | Save                                                           | Guardar                                                       | Save changes to Security Questions.   | Guardar cambios a las preguntas de seguridad.  |                                                                                                                                                      |                                                                                                                                                                           |        |                                                                                                                                                                                                                 |
|                                             |   |   | Button                             | Cancel                                                         | Cancelar                                                      | Cancel changes to Security Questions. | Cancelar cambios a las preguntas de seguridad. |                                                                                                                                                      |                                                                                                                                                                           |        |                                                                                                                                                                                                                 |
| FUSION: USER PROFILE - MANAGE CARDS SECTION |   |   |                                    |                                                                |                                                               |                                       |                                                |                                                                                                                                                      |                                                                                                                                                                           |        |                                                                                                                                                                                                                 |
| D                                           | T | M | ELEMENT                            | COPY                                                           | COPY (SPANISH)                                                | ADA                                   | ADA (SPANISH)                                  | ERROR MESSAGES                                                                                                                                       | ERROR MESSAGES (SPANISH)                                                                                                                                                  | CMS ID | NOTES                                                                                                                                                                                                           |
|                                             |   |   | Table Header                       | Manage Cards                                                   | Manejar tarjetas                                              |                                       |                                                |                                                                                                                                                      |                                                                                                                                                                           |        |                                                                                                                                                                                                                 |
|                                             |   |   | Module-Level Confirmation Feedback | You've successfully updated the nickname for your linked card. | Has actualizado con éxito el apodo para tu tarjeta vinculada. |                                       |                                                |                                                                                                                                                      |                                                                                                                                                                           |        | CIL error code 000<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if the user updates a linked card and clicks Save, and the action is successful. |

|  |  |  |                                    |                                                                                                                                                  |                                                                                                                                                  |  |  |  |  |  |                                                                                                                                                                                                                                         |
|--|--|--|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Module-Level Error Feedback        | We were unable to update the nickname for your linked card at this time. Please try again later.                                                 | No hemos podido actualizar el apodo para tu tarjeta vinculada en este momento. Inténtalo de nuevo más tarde.                                     |  |  |  |  |  | CIL error code 101, 2001, 9005, 9006, 9999<br><br>Appears as Section-Level Error Message in User Profile Module on Profile page.<br><br>Appears if the user updates a linked card and clicks Save, but the action fails on the backend. |
|  |  |  | Module-Level Confirmation Feedback | You've successfully removed a linked card from your account.                                                                                     | Has eliminado con éxito una tarjeta vinculada de tu cuenta.                                                                                      |  |  |  |  |  | CIL error code 000<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if user removes a linked card                                                                            |
|  |  |  | Module-Level Confirmation Feedback | You've removed your default card from your account. Your card ending in [XXXX] has been set to default.                                          | Has eliminado tu tarjeta predeterminada de tu cuenta. Tu tarjeta que termina en [XXXX] ha sido establecida como predeterminada.                  |  |  |  |  |  | CIL error code 000<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if user removes a linked card that is there default                                                      |
|  |  |  | Module-Level Confirmation Feedback | You've successfully removed a linked card from your account. Your online account is now displaying information about your card ending in [XXXX]. | Has eliminado con éxito una tarjeta vinculada de tu cuenta. Tu cuenta en línea ahora muestra información sobre tu tarjeta que termina en [XXXX]. |  |  |  |  |  | CIL error code 000<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if user removes a linked card that is currently in the card selector                                     |

|                                               |   |   |                                    |                                                                                                                                                                |                                                                                                                                                                             |                                      |                                                   |                |                          |        |                                                                                                                                                                                                                                     |
|-----------------------------------------------|---|---|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                               |   |   | Module-Level Confirmation Feedback | You've removed your default card from your account. Your online account is now displaying information about your card ending in [XXXX], your new default card. | Has eliminado tu tarjeta predeterminada de tu cuenta. Tu cuenta en línea ahora muestra información sobre tu tarjeta que termina en [XXXX], tu nueva tarjeta predeterminada. |                                      |                                                   |                |                          |        | CIL error code 000<br><br>Appears as Section-Level Confirmation Message in User Profile Module on Profile page.<br><br>Appears if user removes a linked card that is currently in the card selector, and is also their default card |
|                                               |   |   | Image                              | [Card Logo]                                                                                                                                                    |                                                                                                                                                                             |                                      |                                                   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                   |
|                                               |   |   | Dynamic Data                       | [Nickname or Standard Product Name]                                                                                                                            |                                                                                                                                                                             |                                      |                                                   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                   |
|                                               |   |   | Table Header                       | Ending in [XXXX]                                                                                                                                               | Que termina en [XXXX]                                                                                                                                                       |                                      |                                                   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                   |
|                                               |   |   | Dynamic Data                       | [Active, Inactive], [Default]                                                                                                                                  |                                                                                                                                                                             |                                      |                                                   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                   |
|                                               |   |   | Link                               | Edit                                                                                                                                                           | Editar                                                                                                                                                                      | Edit linked card ending in [XXXX].   | Editar tarjeta vinculada que termina en [XXXX].   |                |                          |        | Appears once for each linked card                                                                                                                                                                                                   |
|                                               |   |   | Link                               | Remove                                                                                                                                                         | Eliminar                                                                                                                                                                    | Remove linked card ending in [XXXX]. | Eliminar tarjeta vinculada que termina en [XXXX]. |                |                          |        | Appears once for each linked card                                                                                                                                                                                                   |
|                                               |   |   | Link                               | Link Another Card                                                                                                                                              | Vincular otra tarjeta                                                                                                                                                       |                                      |                                                   |                |                          |        |                                                                                                                                                                                                                                     |
| FUSION: USER PROFILE MANAGE CARDS, EDIT STATE |   |   |                                    |                                                                                                                                                                |                                                                                                                                                                             |                                      |                                                   |                |                          |        |                                                                                                                                                                                                                                     |
| D                                             | T | M | ELEMENT                            | COPY                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                              | ADA                                  | ADA (SPANISH)                                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                                                               |
|                                               |   |   | Image                              | [Card Logo]                                                                                                                                                    |                                                                                                                                                                             |                                      |                                                   |                |                          |        |                                                                                                                                                                                                                                     |



|  |  |  |              |                                     |                                        |                                                 |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |
|--|--|--|--------------|-------------------------------------|----------------------------------------|-------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------|
|  |  |  | Field Label  | Card Nickname                       | Apodo de la tarjeta                    |                                                 |                                                                | Client-side Error:<br><br>If special characters, or more than 11 chars:<br><br>Your Card Nickname must be less than 11 characters, and must not include spaces or certain special characters. Please choose a different Nickname.<br><br>Server-side Error ((CIL 101, 5079):):<br><br>If nickname matches an existing nickname:<br><br>You used this Nickname for another card. Please use a different Nickname for each card. | Client-side Error:<br><br>If special characters, or more than 11 chars:<br><br>El Apodo de tu Tarjeta debe tener menos de 11 caracteres y no debe incluir espacios ni ciertos caracteres especiales. Elige un Apodo diferente.<br><br>Server-side Error:<br><br>If nickname matches an existing nickname:<br><br>Has utilizado este Apodo para otra tarjeta. Por favor, utiliza un Apodo diferente para cada tarjeta. |  |                                                                 |
|  |  |  | Field        | [Nickname or Standard Product Name] |                                        |                                                 |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |
|  |  |  | Dynamic Data | Ending in [XXXX]                    | Que termina en [XXXX]                  |                                                 |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |
|  |  |  | Checkbox     | Set as default card                 | Establecer como tarjeta predeterminada |                                                 |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Appears if the card is not currently set as the default account |
|  |  |  | Button       | Save                                | Guardar                                | Save linked card ending in [XXXX].              | Guardar tarjeta vinculada que termina en [XXXX].               |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |
|  |  |  | Button       | Cancel                              | Cancelar                               | Cancel changes to linked card ending in [XXXX]. | Cancelar cambios a la tarjeta vinculada que termina en [XXXX]. |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                 |

| FUSION: USER PROFILE MANAGE CARDS, DELETE MODAL               |   |   |                    |                                                                              |                                                                                           |                              |                                                  |                |                          |        |                                                                                                                        |
|---------------------------------------------------------------|---|---|--------------------|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------|--------------------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------|
| D                                                             | T | M | ELEMENT            | COPY                                                                         | COPY (SPANISH)                                                                            | ADA                          | ADA (SPANISH)                                    | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                  |
|                                                               |   |   | Text               | Are you sure you want to remove this linked card?                            | ¿Estás seguro de que deseas eliminar esta tarjeta vinculada?                              |                              |                                                  |                |                          |        |                                                                                                                        |
|                                                               |   |   | Dynamic Data       | [Card Nickname or Default]                                                   | [Card Nickname or Default]                                                                |                              |                                                  |                |                          |        |                                                                                                                        |
|                                                               |   |   | Button (Primary)   | Cancel                                                                       | Cancelar                                                                                  | Cancel removing linked card. | Cancelar la eliminación de la tarjeta vinculada. |                |                          |        |                                                                                                                        |
|                                                               |   |   | Button (Secondary) | Remove Card                                                                  | Eliminar tarjeta                                                                          | Remove linked card.          | Eliminar tarjeta vinculada.                      |                |                          |        |                                                                                                                        |
| FUSION: USER PROFILE MANAGE CARDS, TAKEOVER STATE FOR DRAWERS |   |   |                    |                                                                              |                                                                                           |                              |                                                  |                |                          |        |                                                                                                                        |
| D                                                             | T | M | ELEMENT            | COPY                                                                         | COPY (SPANISH)                                                                            | ADA                          | ADA (SPANISH)                                    | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                  |
|                                                               |   |   | Dynamic Copy       | Due to your account status, you cannot access this information at this time. | Debido a la condición de tu cuenta, no puedes acceder a esta información en este momento. |                              |                                                  |                |                          |        | CIL error code 103, 5095<br><br>Message appears if the user's account status bars them from updating this information. |



Fusion 7 White Label Standard

# Add Authorized Users Module

Wireframe: Add Authorized Users Module, Large View

Add Authorized User

✕ Enter User Information

First Name

1

Middle Initial (Optional)

Last Name

Please note that issued cards will be mailed to:

[Primary Cardholder Name]

211 South Congress, Apt 205

Austin, TX 78704

About Authorized Users

If you add an Authorized User, you will be responsible for charges made by him or her. Authorized Users can get account information, and request statement copies. Account history will be reported to credit bureaus in your name and any authorized user's name.

3

Cancel

Add User

4

Page Notes

Module Type: Transactional Module

This is the default view of the Add Authorized User Module. Content and interactions are consistent across Medium, Large and Extra Large views. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element         | Action                                                                                                                                              | Notes                                                                                                                                                                                                                                                     |
|-----|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Form Fields     | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error |                                                                                                                                                                                                                                                           |
| 2   | Address         | None                                                                                                                                                | Conditional content. Address is not displayed if there is no address saved to account.<br><br>Allow user to add an authorized user even if there is no address on file. User will not be able to receive a card until there is a current address on file. |
| 3   | Cancel Button   | onClick dismisses changes and displays Profile Page with the Authorized Users Drawer expanded                                                       |                                                                                                                                                                                                                                                           |
| 4   | Add User Button | onClick saves new authorized user info to account and displays confirmation page                                                                    | See Wireframe: Add Authorized Users Module, Large View                                                                                                                                                                                                    |

Wireframe: Add Authorized Users Module, Extra Small View

Add Authorized User

Enter User Information

First Name

Middle Initial (Optional)

Last Name

Please note that issued cards will be mailed to:  
[Primary Cardholder Name]  
211 South Congress, Apt 205  
Austin, TX 78704

About Authorized Users  
If you add an Authorized User, you will be responsible for charges made by him or her. Authorized Users can get account information, and request statement copies. Account history will be reported to credit bureaus in your name and any authorized user's name.

Add User

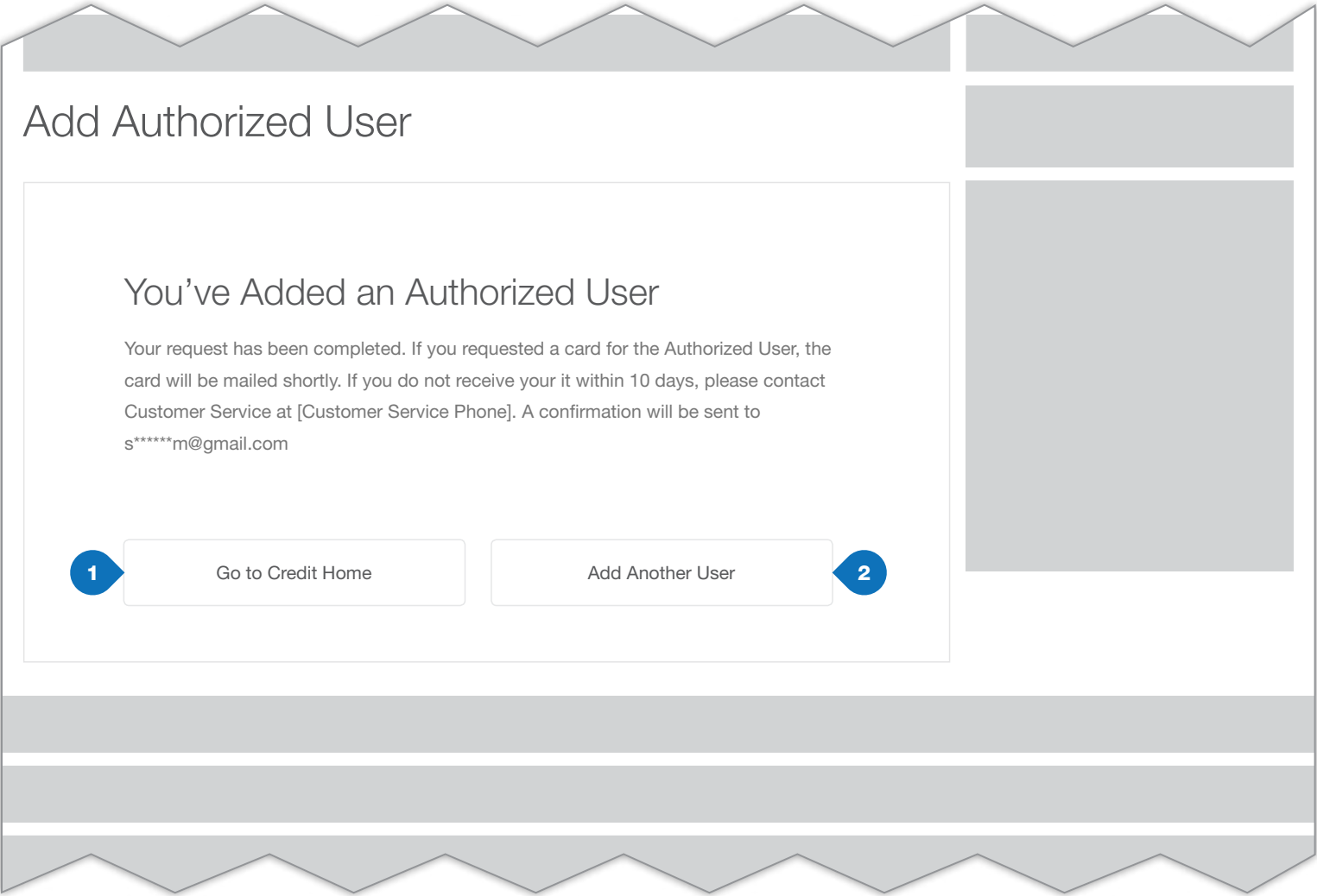
Cancel

Page Notes

Module Type: Transactional Module

This is the default view for the Add Authorized Users module. Content and interactions are consistent in Small and Extra Small View.

Wireframe: Add Authorized Users Module - Confirm, Large View



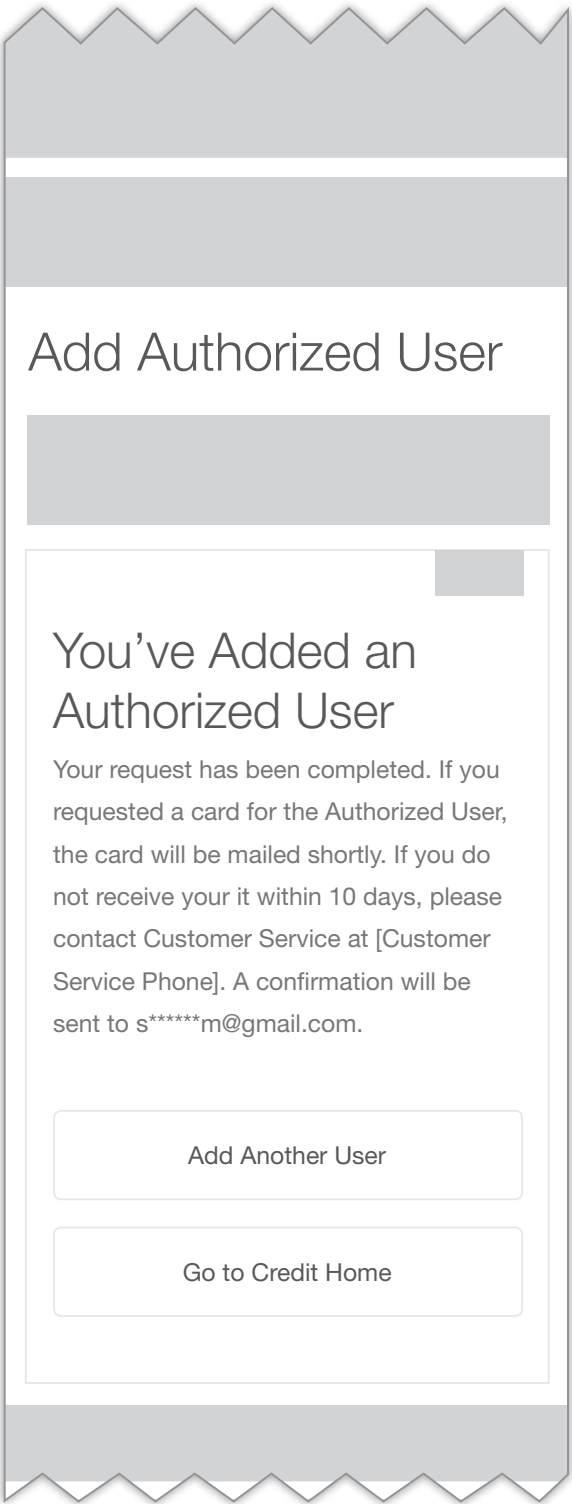
Page Notes

Module Type: Transactional Module  
This is the confirm view for the Add Authorized Users Module. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                  | Action                                          | Notes |
|-----|--------------------------|-------------------------------------------------|-------|
| 1   | Go to Credit Home Button | onClick displays the Credit Home page           |       |
| 2   | Add Another User Button  | onClick displays the Add Authorized User Module |       |

Wireframe: Add Authorized Users Module - Confirm, Extra Small View



Page Notes

Module Type: Transactional Module  
This is the confirm view for the Add Authorized Users Module. Content and interactions are consistent across all breakpoints.

| FUSION: ADD AUTHORIZED USER – PAGE TITLE |   |   |             |                           |                                       |     |               |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                |        |                                |
|------------------------------------------|---|---|-------------|---------------------------|---------------------------------------|-----|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------|
| D                                        | T | M | ELEMENT     | COPY                      | COPY (SPANISH)                        | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                  | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                       | CMS ID | NOTES                          |
|                                          |   |   | Header      | Add Authorized User       | Agregar Usuario Autorizado            |     |               |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                |        | Implement as page title module |
| FUSION: ADD AUTHORIZED USER              |   |   |             |                           |                                       |     |               |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                |        |                                |
| D                                        | T | M | ELEMENT     | COPY                      | COPY (SPANISH)                        | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                                                                                  | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                       | CMS ID | NOTES                          |
|                                          |   |   | Header      | Enter User Information    | Ingresar la información del Usuario   |     |               |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                |        |                                |
|                                          |   |   | Field Label | First Name                | Nombre                                |     |               | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Please re-enter the Authorized User's First Name without using numbers or certain special characters.<br><br>If blank:<br><br>Please enter the Authorized User's First Name. | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Vuelve a ingresar el Nombre del Usuario Autorizado sin usar números ni ciertos caracteres especiales.<br><br>If blank:<br><br>Ingresa el Nombre del Usuario Autorizado.     |        |                                |
|                                          |   |   | Field       | [FirstName]               |                                       |     |               |                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                |        | Appears in the Edit state      |
|                                          |   |   | Field Label | Middle Initial (Optional) | Inicial del segundo nombre (opcional) |     |               | Client-side Errors (Field Level):<br><br>If user enters special characters or numbers:<br><br>Please re-enter the Middle Initial using letters only or leave blank.                                                                                             | Client-side Errors (Field Level):<br><br>If user enters special characters or numbers:<br><br>Vuelve a ingresar la inicial del segundo nombre utilizando letras únicamente o deja este campo en blanco.                                                        |        |                                |
|                                          |   |   | Field       | [MiddleInitial]           |                                       |     |               |                                                                                                                                                                                                                                                                 | Appears in the Edit state                                                                                                                                                                                                                                      |        | Appears in the Edit state      |
|                                          |   |   | Field Label | Last Name                 | Apellido                              |     |               | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Please re-enter the Authorized User's Last Name without using numbers or certain special characters.<br><br>If blank:<br><br>Please enter the Authorized User's Last Name.   | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Vuelve a ingresar el Apellido del Usuario Autorizado sin usar números ni ciertos caracteres especiales.<br><br>If blank:<br><br>Ingresa el Apellido del Usuario Autorizado. |        |                                |



Copy: Add Authorized Users Module

|  |  |  |              |                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                               |  |  |  |  |  |                                            |
|--|--|--|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--------------------------------------------|
|  |  |  | Field        | [LastName]                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                               |  |  |  |  |  | Appears in the Edit state                  |
|  |  |  | Copy         | Please note that issued cards will be mailed to:                                                                                                                                                                                                           | Ten en cuenta que las tarjetas emitidas se enviarán por correo a:                                                                                                                                                                                                                             |  |  |  |  |  | Appears if the user has an address on file |
|  |  |  | Dynamic Data | [Primary Cardholder FirstName LastName]                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                               |  |  |  |  |  | Appears if the user has an address on file |
|  |  |  | Dynamic Data | [Street Address One]                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                               |  |  |  |  |  | Appears if the user has an address on file |
|  |  |  | Dynamic Data | [City] [State] [ZIP Code]                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                               |  |  |  |  |  | Appears if the user has an address on file |
|  |  |  | Text         | <p>If this address is not current, please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> | <p>Si la dirección no está actualizada, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX].</p> <p>Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p> |  |  |  |  |  |                                            |

|  |  |  |                  |                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |                                                                                                                                                                                  |                                                                                                                                                                                  |  |                                                                                           |
|--|--|--|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------|
|  |  |  | Conditional Copy | <p>You must have an address on file to issue this Authorized User a card.</p> <p>For additional information, please contact a Customer Service representative at [XXX-XXX-XXXX].</p> <p>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].</p> <p>HOURS<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p>        | <p>Debes tener una dirección registrada para que se le emita una tarjeta a este Usuario Autorizado.</p> <p>Para obtener asistencia adicional, comunícate con un representante de Servicio al Cliente al [XXX-XXX-XXXX]. Si te encuentras fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al [XXX-XXX-XXXX]</p> <p>HORARIO<br/>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]</p>                                        |  |  |                                                                                                                                                                                  |                                                                                                                                                                                  |  | Conditional: If no address on file. User can add Authorized User but cannot issue a card. |
|  |  |  | Sub-header       | About Authorized Users                                                                                                                                                                                                                                                                                                                      | Acerca de los Usuarios Autorizados                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |                                                                                                                                                                                  |                                                                                                                                                                                  |  |                                                                                           |
|  |  |  | Copy             | <p>If you add an Authorized User, you will be responsible for charges made by him or her. Authorized Users can get account information. You need their permission to give us information about them and to let us share it with others. Account history will be reported to credit bureaus in your name and any Authorized User's name.</p> | <p>Si agrega un Usuario Autorizado, usted será responsable de los cargos realizados por él o ella. Los usuarios autorizados pueden obtener información de la cuenta. Usted necesita su permiso para proporcionarnos información sobre ellos y para autorizarnos a compartirla con otros. El historial de la cuenta se reportará a las agencias de informes de crédito en su nombre y en nombre de cualquier usuario autorizado.</p> |  |  |                                                                                                                                                                                  |                                                                                                                                                                                  |  |                                                                                           |
|  |  |  | Button           | Add User                                                                                                                                                                                                                                                                                                                                    | Agregar usuario                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  | Server-side Error (CIL 5107):<br><br>If Authorized User already exists:<br><br>You've already added this Authorized User to your account. Please enter a new user's information. | Server-side Error (CIL 5107):<br><br>If Authorized User already exists:<br><br>Ya has agregado este Usuario Autorizado a tu cuenta. Ingresar la información de un usuario nuevo. |  |                                                                                           |

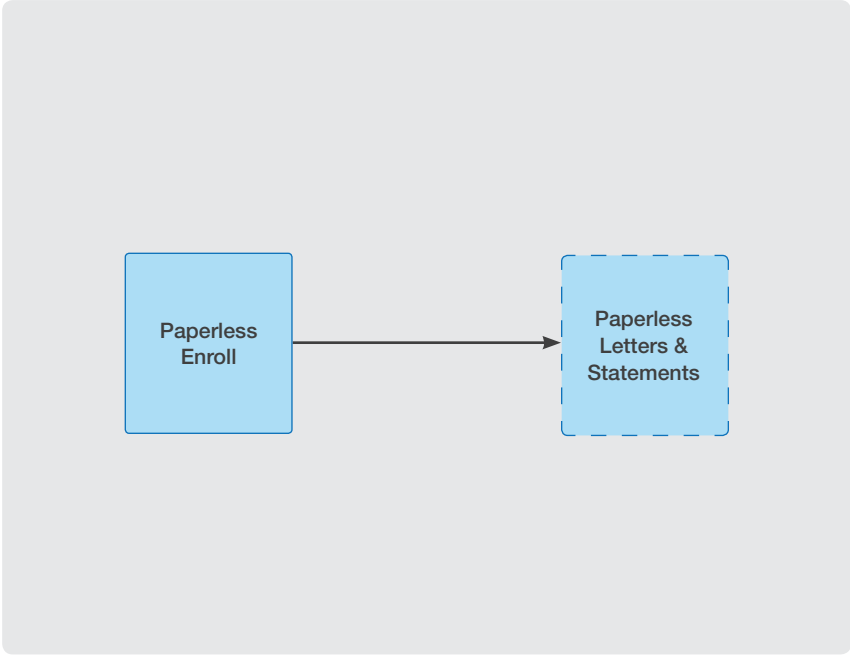


|                                       |   |   |                    |                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                              |                                    |                                                           |                |                          |        |                                                                                                                                                                                             |
|---------------------------------------|---|---|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                       |   |   | Button             | Cancel                                                                                                                                                                                                                                                                       | Cancelar                                                                                                                                                                                                                                                                                     | Cancel adding new authorized user. | Cancelar la incorporación de un nuevo usuario autorizado. |                |                          |        |                                                                                                                                                                                             |
| FUSION: AUTHORIZED USER, CONFIRMATION |   |   |                    |                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                              |                                    |                                                           |                |                          |        |                                                                                                                                                                                             |
| D                                     | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                         | COPY (SPANISH)                                                                                                                                                                                                                                                                               | ADA                                | ADA (SPANISH)                                             | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                                                                                       |
|                                       |   |   | Header             | You’ve Added an Authorized User                                                                                                                                                                                                                                              | Has agregado un Usuario Autorizado                                                                                                                                                                                                                                                           |                                    |                                                           |                |                          |        |                                                                                                                                                                                             |
|                                       |   |   | Dynamic Copy       | Your request has been completed. If you requested a card for the Authorized User, the card will be mailed shortly. If you do not receive it within 10 days, please contact Customer Service at [Customer Service Phone]. [A confirmation will be sent to s*****m@gmail.com.] | Tu solicitud se ha completado. Si solicitaste una tarjeta para el Usuario Autorizado, la tarjeta se enviará por correo en breve. Si no la recibes en un plazo de 10 días, comunícate con Servicio al Cliente al [Customer Service Phone]. [Se enviará una confirmación a s*****m@gmail.com.] |                                    |                                                           |                |                          |        | Masking rules apply to email address<br><br>Conditional content. The sentence, “[A confirmation will be sent to s*****m@gmail.com.]” only appears if the user has an email address on file. |
|                                       |   |   | Button (Primary)   | Go to Profile                                                                                                                                                                                                                                                                | Ir al Perfil                                                                                                                                                                                                                                                                                 |                                    |                                                           |                |                          |        |                                                                                                                                                                                             |
|                                       |   |   | Button (Secondary) | Add Another User                                                                                                                                                                                                                                                             | Agregar otro usuario                                                                                                                                                                                                                                                                         |                                    |                                                           |                |                          |        | Appears if the user has not met or exceeded the maximum number of authorized users                                                                                                          |

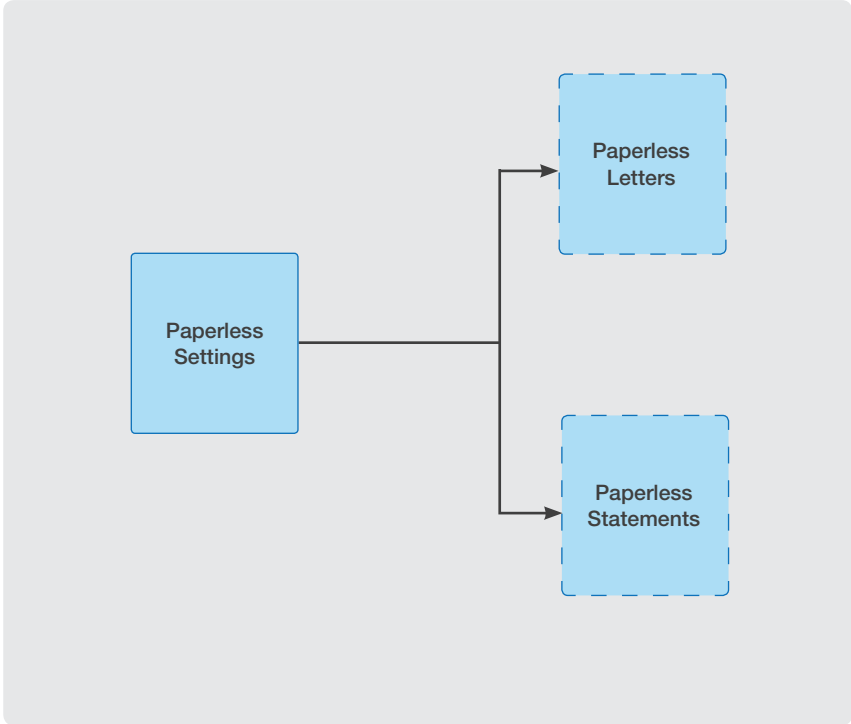
Fusion 7 White Label Standard

# Paperless Module

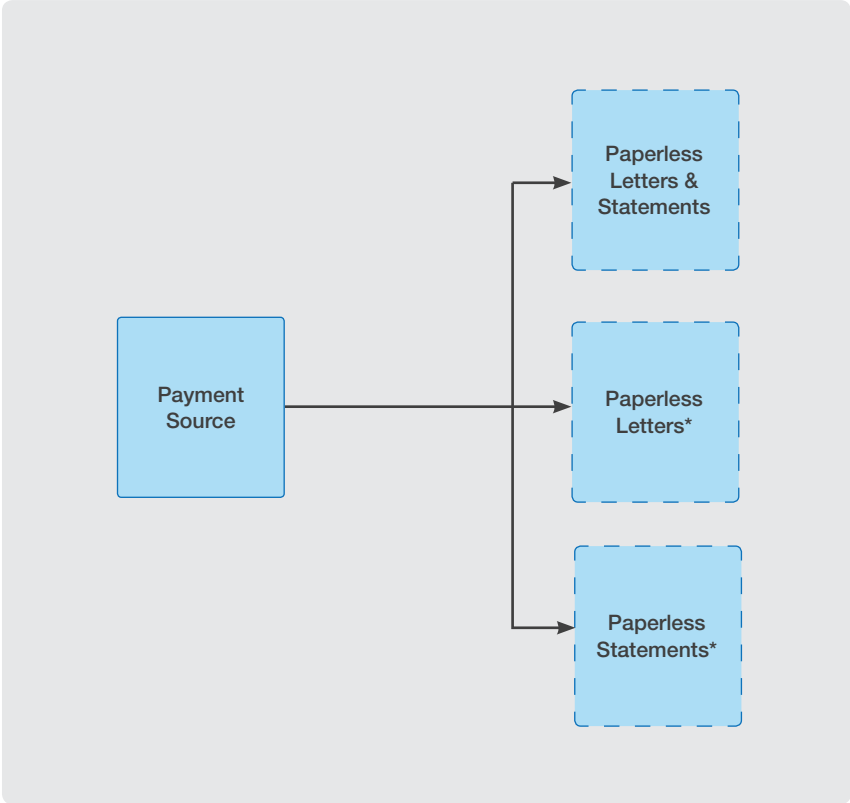
Enroll in Paperless from Paperless Enrollment



Edit Paperless from Paperless Settings



Enroll in Paperless from Add a Payment Source



\* Display when user is already signed up for one option

Legend

Screen

Conditional Screen

Modal

Conditional Modal

Notification

Decision

Off Page Reference

\*

Required

## Paperless Statements and Letters

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Paperless email notifications will be sent to the following address.

Email Address

s\*\*\*\*\*m@email.com

EDIT

1

Alert Service Email Address

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2

Cancel

Authorize

3

## Interaction Notes

| Key | Element          | Action                                                              | Notes                                                           |
|-----|------------------|---------------------------------------------------------------------|-----------------------------------------------------------------|
| 1   | Edit Link        | onClick displays email fields; pre-populates existing email address | See Wireframe: Paperless Enrollment - Email Capture, Large View |
| 2   | Cancel Button    | onClick cancels and returns user to the Credit Home                 |                                                                 |
| 3   | Authorize Button | onClick displays the Confirmation page                              |                                                                 |

## Paperless Enrollment

## Paperless Statements and Letters

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Paperless email notifications will be sent to the following address.

Email Address

s\*\*\*\*\*m@email.com

EDIT

Alert Service Email Address

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s\*\*\*\*\*m@email.com

EDIT

Alert Service Email Address

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Authorize

Cancel

## Page Notes

This is the enrollment state for Paperless Statements and Letters, which is displayed the first time a user enrolls. Content and interactions are consistent across all breakpoints.

## Paperless Statements and Letters

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Paperless email notifications will be sent here.

Email Address [Email Policy](#)

Confirm Email Address

Alert Service Email Address

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3 Cancel 4 Authorize

| Key | Element             | Action                                                                                                                                                                       | Notes                                                                              |
|-----|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 1   | Email Policy        | onClick displays Content Modal with Email Policy content                                                                                                                     |                                                                                    |
| 2   | Email Address Field | onFocus activates the field and displays field help text; when the user exits the field validates the data for formatting; if an error is found, displays a form field error | Fields are conditional: appears if the user does not have an email address on file |
| 3   | Cancel Button       | onClick cancels and returns user to the Credit Home                                                                                                                          |                                                                                    |
| 4   | Authorize Button    | onClick displays the Confirmation page                                                                                                                                       |                                                                                    |



## Paperless Statements and Letters

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Paperless email notifications will be sent here.

Email Address      Email Policy

Confirm Email Address

sent here.

Email Address      Email Policy

Confirm Email Address

## Alert Service Email Address

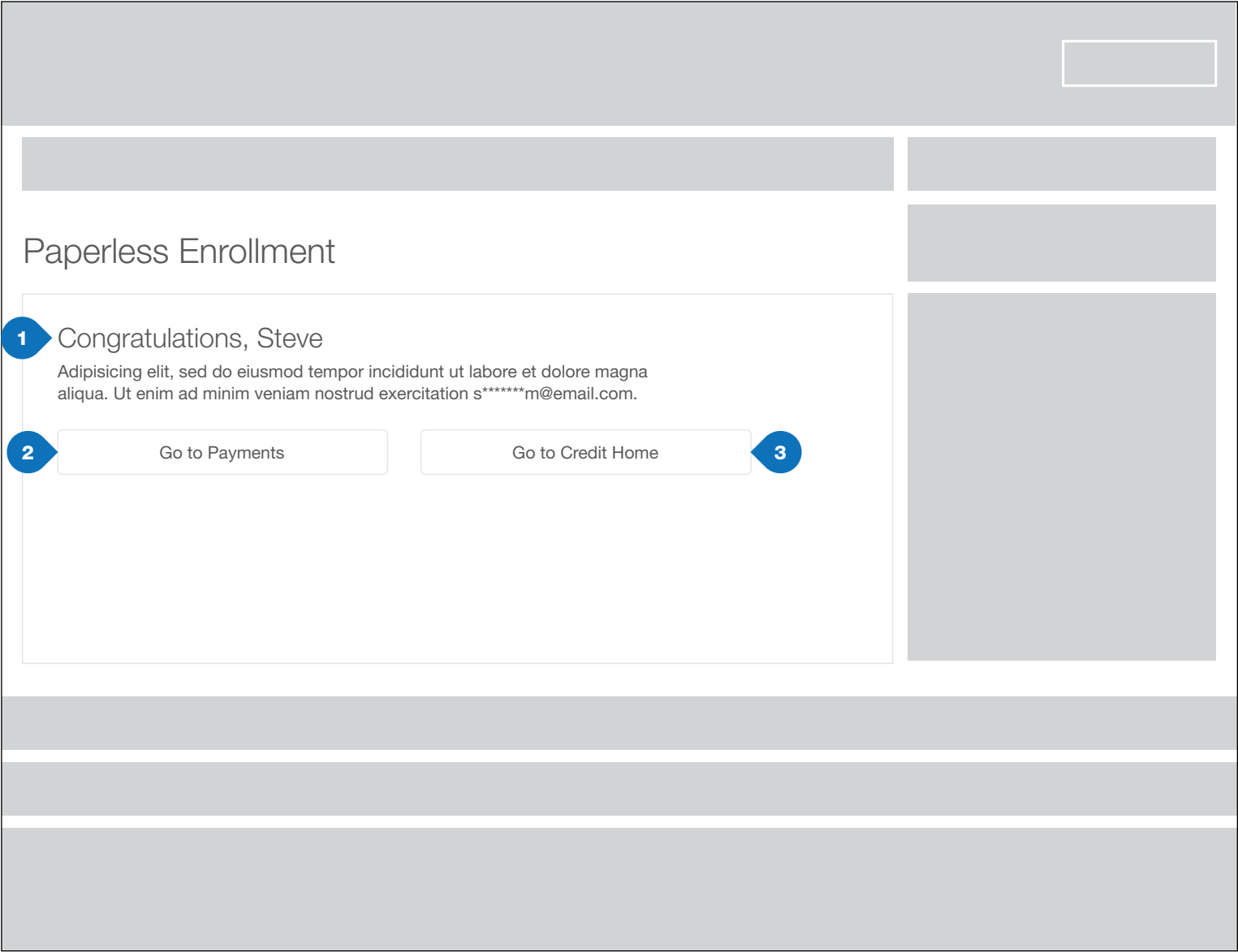
Qui decore petentium ea, ne melius suavitate  
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Authorize

Cancel

Module Type: Transactional Module

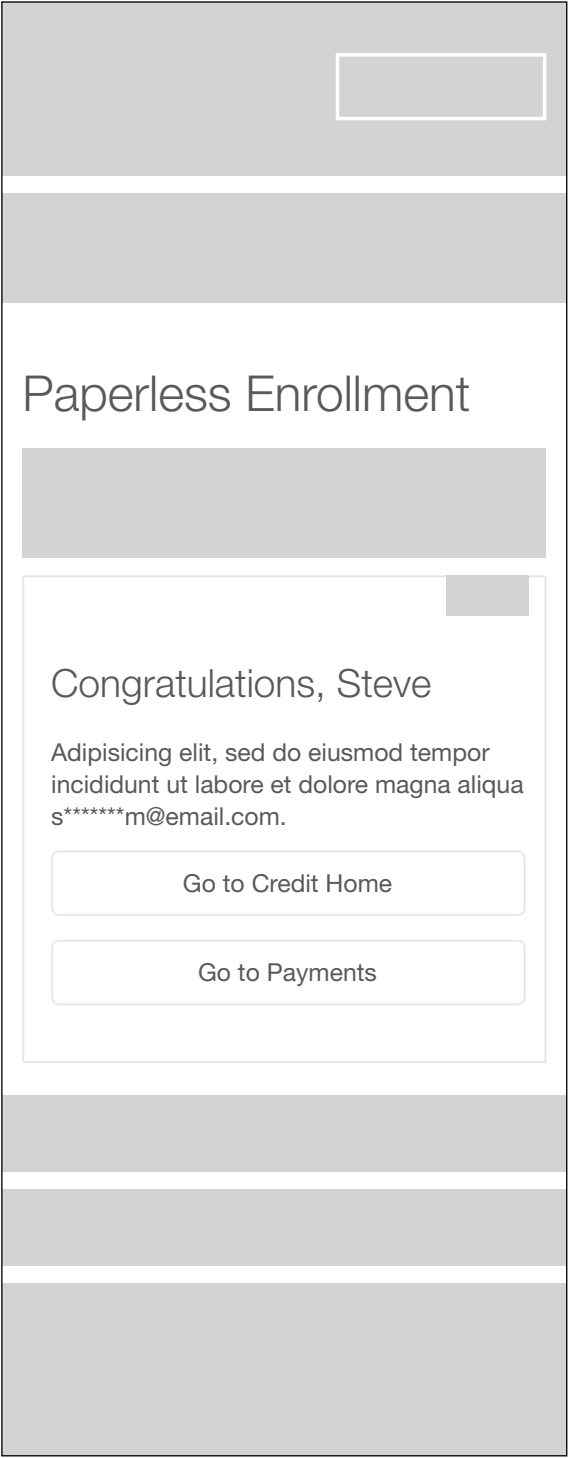
This is the enrollment state for Paperless Statements and Letters, which is displayed the first time a user enrolls. Content and interactions are consistent across all breakpoints.



| Page Notes                                                                                                                           |                          |                                        |       |
|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------|-------|
| Module Type: Transactional Module                                                                                                    |                          |                                        |       |
| This is the confirmation state for Paperless Statements and Letters. Content and interactions are consistent across all breakpoints. |                          |                                        |       |
| Interaction Notes                                                                                                                    |                          |                                        |       |
| Key                                                                                                                                  | Element                  | Action                                 | Notes |
| 1                                                                                                                                    | Confirmation Message     | None                                   |       |
| 2                                                                                                                                    | Go to Payments Button    | onClick displays Payments Landing page |       |
| 3                                                                                                                                    | Go to Credit Home Button | onClick displays Credit Home           |       |



Wireframe: Paperless Enrollment - Confirmation, Extra Small View



Page Notes

Module Type: Transactional Module

This is the confirmation state for Paperless Statements and Letters. Content and interactions are consistent across all breakpoints.

Paperless Statements and Letters

Paperless Statements

ON

1

Paperless Letters

ON

Paperless email notifications will be sent to following address:

Email Address

s\*\*\*\*\*m@email.com

EDIT

2

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam **name@email.com** nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

3

Cancel

Save

4

Page Notes

Module Type: Transactional Module

This is the edit state for Paperless Statements and Letters. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element       | Action                                                                                                                                                                                                                                      | Notes |
|-----|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 1   | Toggle        | onClick toggles on and off                                                                                                                                                                                                                  |       |
| 2   | Edit Link     | onClick displays email fields; pre-populates existing email address                                                                                                                                                                         |       |
| 3   | Cancel Button | onClick cancels changes and displays Credit Home                                                                                                                                                                                            |       |
| 4   | Save Button   | onClick saves settings and: <div><div>1. if user is enrolling in paperless, displays paperless terms &amp; conditions modal;</div><div>2. if user is withdrawing from paperless, displays Turn Off Paperless confirmation modal</div></div> |       |

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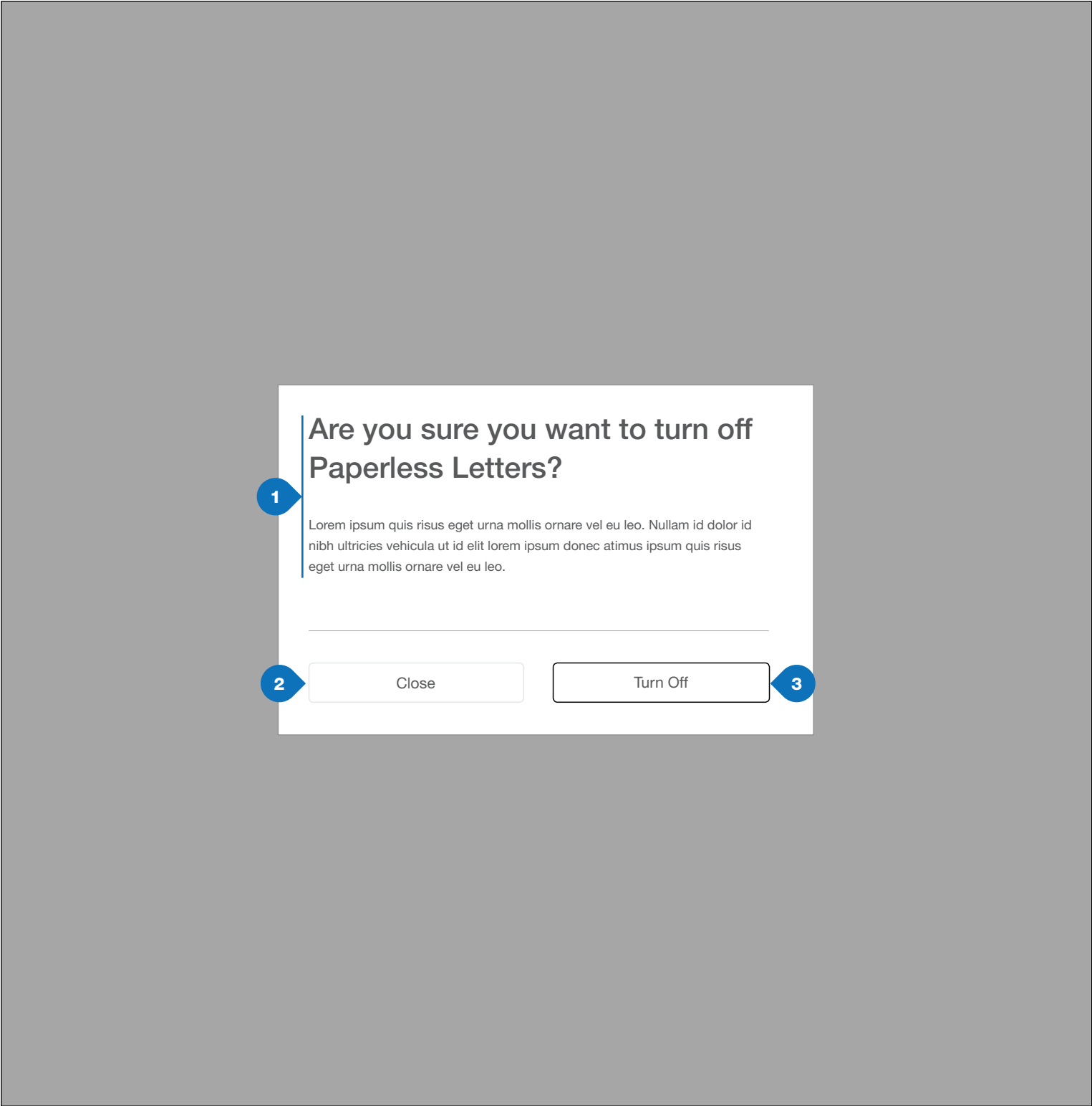
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1027

Page Notes

Module Type: Transactional Module

This is the edit state for Paperless Statements and Letters. Content and interactions are consistent across all breakpoints.



Page Notes

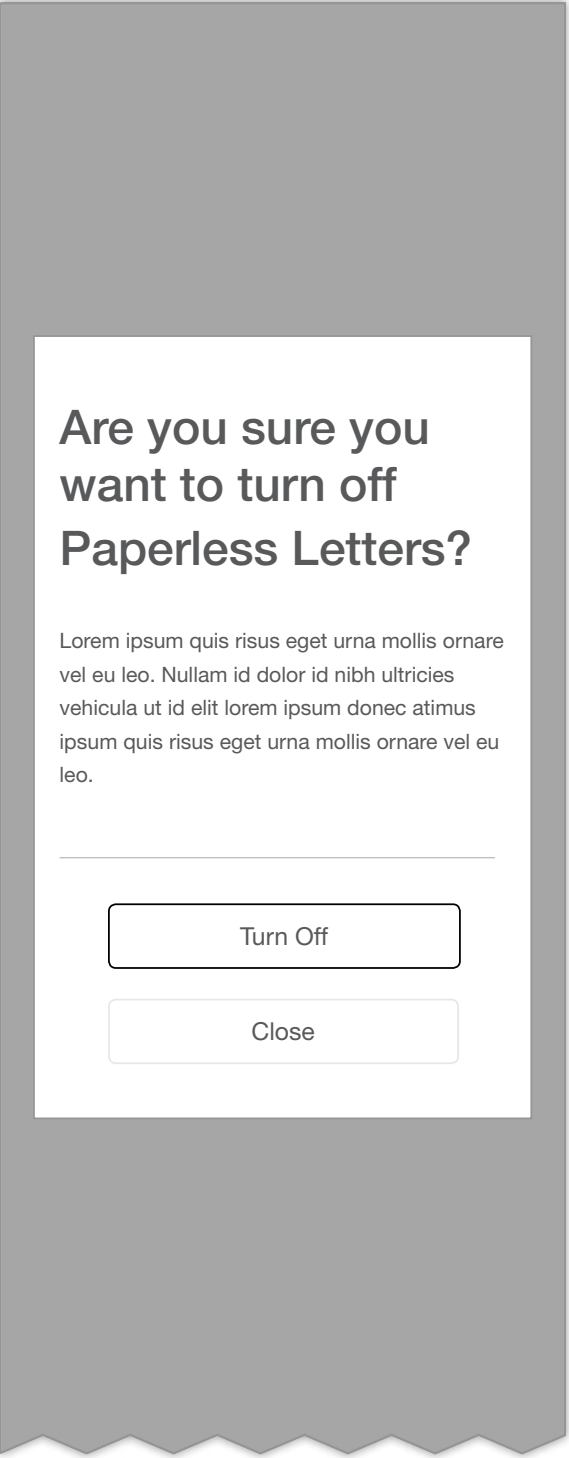
Module Type: Transactional Module

This is the confirmation modal to turn off Paperless Statements and Letters. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element         | Action                                                              | Notes                                                                                                                                                   |
|-----|-----------------|---------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Modal Content   | None                                                                | Conditional content: depends upon the Paperless status. For example, if the user is removing Statements or Letters, then content would reflect as such. |
| 2   | Close Button    | onClick closes modal                                                |                                                                                                                                                         |
| 3   | Turn Off Button | onClick turns off paperless settings and displays confirmation page | See Wireframe: Paperless Enrollment - Edit Confirmation, Large View                                                                                     |

# Wireframe: Paperless Settings - Turn Off Confirmation, Extra Small View



## Are you sure you want to turn off Paperless Letters?

Lorem ipsum quis risus eget urna mollis ornare vel eu leo. Nullam id dolor id nibh ultricies vehicula ut id elit lorem ipsum donec atimus ipsum quis risus eget urna mollis ornare vel eu leo.

Turn Off

Close

### Page Notes

Module Type: Transactional Module

This is the confirmation modal to turn off Paperless Statements and Letters. Content and interactions are consistent across all breakpoints.

Page Notes

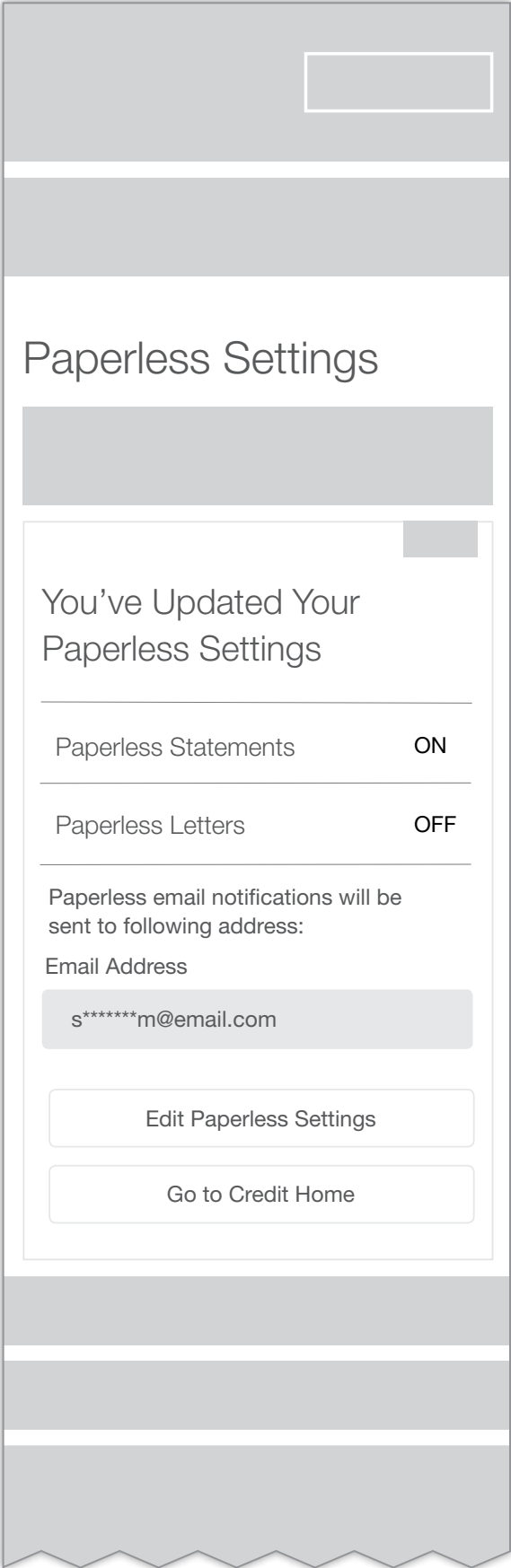
This is the confirmation state for Paperless Statements and Letters. Content and interactions are consistent across all breakpoints.

## Interaction Notes

| Key | Element                        | Action                                                     | Notes                                                         |
|-----|--------------------------------|------------------------------------------------------------|---------------------------------------------------------------|
| 1   | Paperless settings             | –                                                          | Displays setting status                                       |
| 2   | Edit Paperless Settings Button | onClick displays edit state with current settings selected | See <i>Wireframe: Paperless Enrollment - Edit, Large View</i> |
| 3   | Go to Credit Home Button       | onClick displays Credit Home                               |                                                               |



## Wireframe: Paperless Settings - Edit Confirmation, Extra Small View



## Page Notes

Module Type: Transactional Module

This is the confirmation state for Paperless Statements and Letters. Content and interactions are consistent across all breakpoints.

| FUSION: PAPERLESS ENROLLMENT MODULE |   |   |              |                                                                                                                                                                                                                      |                                                                                                                                                                                                                                          |     |               |                |                          |        |                                                                                         |
|-------------------------------------|---|---|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------|
| D                                   | T | M | ELEMENT      | COPY                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                           | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                   |
|                                     |   |   | Heading      | Paperless Enrollment                                                                                                                                                                                                 | Inscripción en el Programa Paperless                                                                                                                                                                                                     |     |               |                |                          |        | Element should be implemented as Page Title module                                      |
|                                     |   |   | Heading      | Paperless Statements and Letters                                                                                                                                                                                     | Programa Paperless Statements y Letters                                                                                                                                                                                                  |     |               |                |                          |        |                                                                                         |
|                                     |   |   | Text         | Receive notifications when your statements and legal notices are ready to view, and get helpful payment due alerts if you forget to schedule or make a payment within 5 days of your due date                        | Recibe notificaciones cuando tus estados de cuenta y tus avisos legales estén listos para visualizarse, y recibe útiles alertas de pago adeudado si olvidas programar o efectuar un pago en los 5 días previos a la fecha de vencimiento |     |               |                |                          |        | Appears if user has no email address on file                                            |
|                                     |   |   | Text         | View, download, and print your statements and legal notices from your online account                                                                                                                                 | Ve, descarga e imprime tus estados de cuenta y avisos legales desde tu cuenta en línea                                                                                                                                                   |     |               |                |                          |        |                                                                                         |
|                                     |   |   | Text         | Stop receiving paper statements in the mail at the beginning of the next billing cycle, and stop receiving most legal notices immediately<br><br>Please note that some letters will continue to arrive via U.S. mail | Deja de recibir estados de cuenta impresos por correo postal al inicio del próximo ciclo de facturación, y deja de recibir la mayoría de avisos legales inmediatamente<br><br>(Translation needed.)                                      |     |               |                |                          |        |                                                                                         |
|                                     |   |   | Text         | Paperless email notifications will be will be sent to the following address.                                                                                                                                         | Se enviarán notificaciones por email a la siguiente dirección.                                                                                                                                                                           |     |               |                |                          |        |                                                                                         |
|                                     |   |   | Text         | Email Address                                                                                                                                                                                                        | Dirección de Email                                                                                                                                                                                                                       |     |               |                |                          |        | Appears if the user has an email address on file                                        |
|                                     |   |   | Dynamic Data | [user@domain.com]                                                                                                                                                                                                    |                                                                                                                                                                                                                                          |     |               |                |                          |        | Appears if the user has an email address on file. Masking rules apply                   |
|                                     |   |   | Link         | <a href="#">Edit</a>                                                                                                                                                                                                 | <a href="#">Editar</a>                                                                                                                                                                                                                   |     |               |                |                          |        | Appears if the user has an email address on file. Reveals the email fields when clicked |



|  |  |  |             |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                       |                                     |                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                            |
|--|--|--|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Label | Email Address                                                                                                                                                                                                                                                                                                | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                 |                       |                                     | <div>Client-Side Error [Field Level]:<br/>If blank or invalid data entry:<br/>Please enter your Email Address in the following format: user@domain.com.</div> <div>If user enters more than 50 characters on a device that fails to enforce the field's maxlength attribute:<br/>The Email Address you enter must be less than 50 characters. Please try a different Email Address.</div> | <div>Errores por parte del cliente:<br/>Si el ingreso de datos está en blanco o es inválido:<br/>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.</div> <div>If user enters more than 50 characters on a device that fails to enforce the field's maxlength attribute:<br/>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente.</div> |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                                       |
|  |  |  | Field Help  | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                       |                                     |                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | <div>Field help text</div> <div>Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit</div> |
|  |  |  | Link        | <a href="#">Email Policy</a>                                                                                                                                                                                                                                                                                 | <a href="#">Normas sobre el Email</a>                                                                                                                                                                                                                                                                                                                                              | Email Address Policy. | Normas sobre la Dirección de Email. |                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                                       |

|  |  |  |                    |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                        |                                 |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                                     |
|--|--|--|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Label        | Confirm Email Address                                                                                                                                                                                                                                                                                                  | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                           |                                 |                                                   | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br><br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters:<br>The Email Address you enter must be less than 50 characters. Please try a different Email Address. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters:<br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente. |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                                |
|  |  |  | Dynamic Text       | By enrolling this email address in Paperless Statements, you will also receive a monthly Payment Due email. If you already have an Alerts email address on file, it will be sent to that address. The Payment Due alert will not be sent if you have scheduled a payment. You can update your preferences at any time. | Al inscribir esta dirección de email en el Programa Paperless Statements, también recibirá un mensaje de email de Pago Adeudado mensual. Si ya tiene registrada una dirección de email para Alertas, lo recibirá en esa dirección. La alerta de Pago Adeudado no se enviará si usted tiene un pago programado. Puede actualizar sus preferencias en cualquier momento. |                                 |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | Appears if the user is enrolled in Paperless Statements                                                                                             |
|  |  |  | Button (Primary)   | Authorize                                                                                                                                                                                                                                                                                                              | Autorizar                                                                                                                                                                                                                                                                                                                                                              | Authorize Paperless enrollment. | Autoriza la inscripción en el Programa Paperless. |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | See Notification copy tables for failure states<br><br>Launches Terms and Conditions Modal. Dynamic content will be set to “Statements and Letters” |
|  |  |  | Button (Secondary) | Cancel                                                                                                                                                                                                                                                                                                                 | Cancelar                                                                                                                                                                                                                                                                                                                                                               | Cancel Paperless Enrollment.    | Cancela la inscripción en el Programa Paperless.  |                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                                     |

| FUSION: PAPERLESS, TERMS AND CONDITIONS MODULE MODAL |   |   |         |                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                           |     |               |                |                          |        |       |
|------------------------------------------------------|---|---|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
| D                                                    | T | M | ELEMENT | COPY                                                                                                                                                                                                                                              | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                                      |   |   | Heading | Paperless Terms & Conditions                                                                                                                                                                                                                      | Términos y condiciones del programa Paperless                                                                                                                                                                                                                                                                                             |     |               |                |                          |        |       |
|                                                      |   |   | Text    | To enroll in paperless for this credit account, start by reading the terms and conditions below. By clicking CONFIRM below, you are agreeing to receive your statements electronically only and legal notices (as available) electronically only. | Para inscribirse en el Programa Paperless para esta cuenta de crédito, comience por leer los términos y condiciones a continuación. Al hacer clic en CONFIRMAR a continuación, usted acepta recibir sus estados de cuenta en forma electrónica únicamente y los avisos legales (según estén disponibles) en forma electrónica únicamente. |     |               |                |                          |        |       |
|                                                      |   |   | Heading | Enrollment in Credit Card Paperless Statements and Letters                                                                                                                                                                                        | Inscripción en los Programas Paperless Statements y Letters para tarjetas de crédito                                                                                                                                                                                                                                                      |     |               |                |                          |        |       |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | <p>We send cardmembers various types of legal notices, including notices of increases or decreases in credit lines, privacy notices, account updates and statements. Currently, we can provide some of these legal notices, including statements, electronically. We are working towards being able to provide all of these legal notices electronically. When we are able to provide all legal notices electronically, we will notify you by email. In the meantime, if you choose to receive legal notices electronically, you will need to monitor both your U.S. postal mailbox and your email inbox for legal notices.</p> <p>To receive your legal notices electronically, your computer must be capable of printing or storing email, web pages and documents in PDF format and your browser must meet minimum system requirements.</p> | <p>Les enviamos a los tarjetahabientes varios tipos de avisos legales, incluidos avisos de aumentos o disminuciones en las líneas de crédito, avisos de privacidad, información actualizada sobre la cuenta y estados de cuenta. Actualmente, podemos proporcionar algunos de estos avisos legales, incluidos los estados de cuenta, en forma electrónica. Estamos trabajando para poder proporcionar todos estos avisos legales en forma electrónica. Cuando podamos proporcionar todos los avisos legales en forma electrónica, te lo notificaremos por correo electrónico. Mientras tanto, si opta por recibir los avisos legales en forma electrónica, deberá controlar tanto su buzón de correo postal de los EE.UU. como su bandeja de entrada de correo electrónico para verificar si contienen avisos legales.</p> |  |  |  |  |  |  |
|  |  |  | Heading | Minimum System Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Requisito mínimo del sistema                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|  |  |  | Text    | <p>Your privacy and security are important to us. That's why we require you to use a browser with 128-bit security encryption to proceed with your application. This protection helps to ensure that the information you send and receive will remain confidential.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Su privacidad y seguridad son importantes para nosotros. Es por eso que le solicitamos que utilice un explorador con una codificación de seguridad de 128 bits para seguir adelante con su solicitud. Esta protección ayuda a garantizar que la información que envíe y reciba se mantenga con carácter confidencial.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|  |  |  | Heading | Getting Paper Copies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Obtener copias impresas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |  |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | If you choose to receive legal notices and statements electronically and then want a paper notice, call us at the number on the back of your card and we will mail it to you.                                                                                                                                                                        | Si opta por recibir avisos legales y estados de cuenta en forma electrónica y luego desea obtener un aviso impreso, llámenos al número que figura al dorso de su tarjeta y se lo enviaremos por correo.                                                                                                                                                                                                                       |  |  |  |  |  |  |
|  |  |  | Heading | Cancelling Paperless Statements and Letters                                                                                                                                                                                                                                                                                                          | Cancelación de los Programas Paperless Statements y Letters                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
|  |  |  | Text    | You may cancel in Account Online or by calling us at the number on the back of your card.                                                                                                                                                                                                                                                            | Puede cancelar el servicio en Account Online o llamándonos al número de teléfono que figura al dorso de su tarjeta.                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  |
|  |  |  | Heading | Updating Email Address                                                                                                                                                                                                                                                                                                                               | Actualización de su dirección de email                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|  |  |  | Text    | We'll send notifications regarding the availability of your statement online and legal notices to that address until you contact us to change it. It is your responsibility to update promptly any changes in this information. If your email address changes, please update it in Account Online or call us at the number on the back of your card. | Le enviaremos notificaciones con respecto a la disponibilidad de su estado de cuenta en línea y de los avisos legales a esa dirección hasta que usted se comunique con nosotros para que la cambiemos. Es su responsabilidad actualizar de inmediato cualquier cambio en esta información. Si su dirección de email cambia, actualízela en Account Online o llámenos al número de teléfono que figura al dorso de su tarjeta. |  |  |  |  |  |  |
|  |  |  | Heading | Credit Card Paperless Statements and Letters Authorization                                                                                                                                                                                                                                                                                           | Autorización para los Programas Paperless Statements y Letters para Tarjetas de Crédito                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |

|                                       |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                     |                                                                                |                |                          |        |                                                    |
|---------------------------------------|---|---|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------|--------------------------|--------|----------------------------------------------------|
|                                       |   |   | Text    | By clicking CONFIRM, I agree to receive my billing statements and other legal notices electronically as available. I understand that when I receive an electronic notice it will replace a paper copy. I also understand that I will need to check both my U.S. postal mailbox and email inbox for legal notices until you let me know by email that all legal notices will be sent electronically. | Al hacer clic en CONFIRMAR, acepto recibir mis estados de facturación y otros avisos legales en forma electrónica según estén disponibles. Comprendo que cuando reciba un aviso electrónico, éste reemplazará a la copia impresa. También comprendo que deberé revisar tanto mi buzón de correo postal de los EE.UU. como la bandeja de entrada de mi correo electrónico para verificar la llegada de avisos legales hasta que ustedes me comuniquen por correo electrónico que todos los avisos legales serán enviados por vía electrónica. |                                                                     |                                                                                |                |                          |        |                                                    |
|                                       |   |   | Button  | Cancel                                                                                                                                                                                                                                                                                                                                                                                              | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Cancel and return to Preferences.                                   | Cancelar y regresar a Preferencias                                             |                |                          |        |                                                    |
|                                       |   |   | Button  | Confirm                                                                                                                                                                                                                                                                                                                                                                                             | Confirmar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Accept Paperless Statements & Letters and continue to confirmation. | Aceptar el Programa Paperless Statements y Letters y continuar para confirmar. |                |                          |        |                                                    |
| FUSION: PAPERLESS ENROLLMENT: CONFIRM |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                     |                                                                                |                |                          |        |                                                    |
| D                                     | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ADA                                                                 | ADA (SPANISH)                                                                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                              |
|                                       |   |   | Heading | Congratulations, [FirstName]                                                                                                                                                                                                                                                                                                                                                                        | Felicitaciones, [FirstName]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                     |                                                                                |                |                          |        |                                                    |
|                                       |   |   | Text    | You are now enrolled in Paperless Statements and Letters. Your notifications will be sent to [user@email.com].                                                                                                                                                                                                                                                                                      | Ahora estás inscrito(a) en el Programa Paperless Statements y Letters. Las notificaciones se enviarán a [user@email.com].                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                     |                                                                                |                |                          |        | Masking rules apply<br><br>CIL_000                 |
|                                       |   |   | Button  | Go to Credit Home                                                                                                                                                                                                                                                                                                                                                                                   | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                     |                                                                                |                |                          |        |                                                    |
|                                       |   |   | Button  | Go to Payments                                                                                                                                                                                                                                                                                                                                                                                      | Ir a Pagos                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                     |                                                                                |                |                          |        |                                                    |
| FUSION: PAPERLESS SETTINGS MODULE     |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                     |                                                                                |                |                          |        |                                                    |
| D                                     | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ADA                                                                 | ADA (SPANISH)                                                                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                              |
|                                       |   |   | Heading | Paperless Settings                                                                                                                                                                                                                                                                                                                                                                                  | Configuración del Programa Paperless                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                     |                                                                                |                |                          |        | Element should be implemented as Page Title module |



|  |  |  |              |                                                                              |                                                                             |  |  |                                                                                                                                                  |                                                                                                                                                                               |  |                                                                                                                            |
|--|--|--|--------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Checkbox     | Paperless Statements                                                         | Programa Paperless Statements                                               |  |  |                                                                                                                                                  |                                                                                                                                                                               |  |                                                                                                                            |
|  |  |  | Toggle       | [ON, OFF]                                                                    | (No translation needed – see below)                                         |  |  |                                                                                                                                                  |                                                                                                                                                                               |  | Determines whether the user can access other settings for this alert<br><br>Does not appear in Spanish version of the site |
|  |  |  | Toggle       | [[checkmark icon], ['X' icon]]                                               |                                                                             |  |  |                                                                                                                                                  |                                                                                                                                                                               |  | Appears on Spanish version of the site only                                                                                |
|  |  |  | Checkbox     | Paperless Letters                                                            | Programa Paperless Letters                                                  |  |  |                                                                                                                                                  |                                                                                                                                                                               |  | Appears if user selects Expand                                                                                             |
|  |  |  | Toggle       | [ON, OFF]                                                                    | (No translation needed – see below)                                         |  |  |                                                                                                                                                  |                                                                                                                                                                               |  | Determines whether the user can access other settings for this alert<br><br>Does not appear in Spanish version of the site |
|  |  |  | Toggle       | [[checkmark icon], ['X' icon]]                                               |                                                                             |  |  |                                                                                                                                                  |                                                                                                                                                                               |  | Appears on Spanish version of the site only                                                                                |
|  |  |  | Text         | Paperless email notifications will be will be sent to the following address. | Se enviarán notificaciones por correo electrónico a la siguiente dirección: |  |  |                                                                                                                                                  |                                                                                                                                                                               |  |                                                                                                                            |
|  |  |  | Dynamic Data | [user@domain.com]                                                            |                                                                             |  |  |                                                                                                                                                  |                                                                                                                                                                               |  | Masking rules apply                                                                                                        |
|  |  |  | Link         | Edit                                                                         | Editar                                                                      |  |  |                                                                                                                                                  |                                                                                                                                                                               |  | Appears if the user has an email address on file. Reveals the email fields when clicked                                    |
|  |  |  | Field Label  | Email Address                                                                | Dirección de Email                                                          |  |  | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br>Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com. |  | Appears if the user has an email address on file and chooses Edit                                                          |

|  |  |  |                  |                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                    |                          |                                               |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                 |
|--|--|--|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Field Help       | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales.           | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                          |                                               |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |  | Field help text<br><br>Appears if the user has an email address on file and chooses Edit                                        |
|  |  |  | Link             | <a href="#">Email Policy</a>                                                                                                                                                                                                                                                                                           | <a href="#">Normas sobre el Email</a>                                                                                                                                                                                                                                                                                                                                              | Email Address Policy.    | Normas sobre la Dirección de Email.           |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |  | Appears if the user has an email address on file and chooses Edit                                                               |
|  |  |  | Field Label      | Confirm Email Address                                                                                                                                                                                                                                                                                                  | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                                       |                          |                                               | Client-Side Errors [Field Level]:<br>If blank:<br><b>Please re-enter the Email Address you entered above.</b><br><br>If Email and Confirm Email fields do not match:<br><b>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com.</b> | Errores por parte del cliente:<br>Si está en blanco:<br><b>Vuelve a ingresar la Dirección de Email que ingresaste arriba.</b><br><br>Si los cambios Email y Confirmar Email no coinciden:<br><b>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.</b> |  | Appears if the user has an email address on file and chooses Edit                                                               |
|  |  |  | Dynamic Text     | By enrolling this email address in Paperless Statements, you will also receive a monthly Payment Due email. If you already have an Alerts email address on file, it will be sent to that address. The Payment Due alert will not be sent if you have scheduled a payment. You can update your preferences at any time. | Al inscribir esta dirección de email en el Programa Paperless Statements, también recibirá un mensaje de email de Pago Adeudado mensual. Si ya tiene registrada una dirección de email para Alertas, lo recibirá en esa dirección. La alerta de Pago Adeudado no se enviará si usted tiene un pago programado. Puede actualizar sus preferencias en cualquier momento.             |                          |                                               |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |  | Appears if the user is enrolled in Paperless Statements                                                                         |
|  |  |  | Button (Primary) | <a href="#">Save</a>                                                                                                                                                                                                                                                                                                   | <a href="#">Guardar</a>                                                                                                                                                                                                                                                                                                                                                            | Save Paperless settings. | Guardar configuración del Programa Paperless. |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                               |  | Launches Terms and Conditions Modal. Dynamic content will be set to “Statements” or “Letters” depending on the user’s selection |

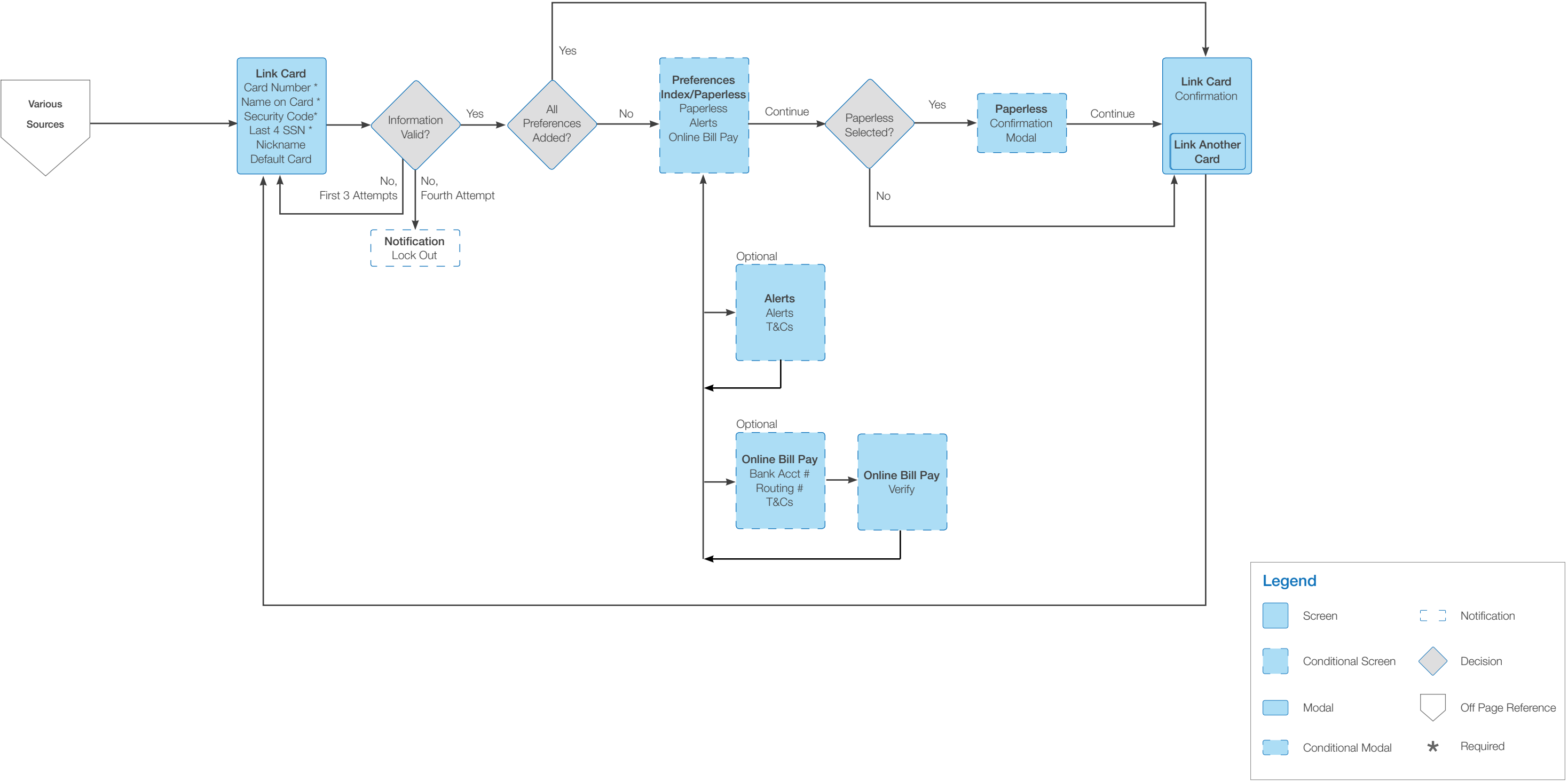


|                                                             |   |   |                       |                                                                                                                |                                                                                                                                 |                              |                                                   |                |                          |        |                                                                |
|-------------------------------------------------------------|---|---|-----------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------------------------|----------------|--------------------------|--------|----------------------------------------------------------------|
|                                                             |   |   | Button<br>(Secondary) | Cancel                                                                                                         | Cancelar                                                                                                                        | Cancel Paperless Enrollment. | Cancelar la inscripción en el Programa Paperless. |                |                          |        |                                                                |
| FUSION: PAPERLESS SETTINGS: CONFIRM                         |   |   |                       |                                                                                                                |                                                                                                                                 |                              |                                                   |                |                          |        |                                                                |
| D                                                           | T | M | ELEMENT               | COPY                                                                                                           | COPY (SPANISH)                                                                                                                  | ADA                          | ADA (SPANISH)                                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                          |
|                                                             |   |   | Heading               | You've Updated Your Paperless Settings                                                                         | Has actualizado tu configuración del Programa Paperless.                                                                        |                              |                                                   |                |                          |        |                                                                |
|                                                             |   |   | Dynamic Text          | Paperless Statements                                                                                           | Programa Paperless Statements                                                                                                   |                              |                                                   |                |                          |        | Appears if user updates Paperless Statements setting           |
|                                                             |   |   | Dynamic Data          | [ON, OFF]                                                                                                      | [ACTIVADO, DESACTIVADO]                                                                                                         |                              |                                                   |                |                          |        | Conditional, depending on user selection                       |
|                                                             |   |   | Dynamic Text          | Paperless Letters                                                                                              | Programa Paperless Letters                                                                                                      |                              |                                                   |                |                          |        | Appears if user updates Paperless Letters setting              |
|                                                             |   |   | Dynamic Data          | [ON, OFF]                                                                                                      | [ACTIVADO, DESACTIVADO]                                                                                                         |                              |                                                   |                |                          |        | Conditional, depending on user selection                       |
|                                                             |   |   | Text                  | Paperless email notifications will be will be sent to the following address.                                   | Se enviarán notificaciones por correo electrónico a la siguiente dirección:                                                     |                              |                                                   |                |                          |        |                                                                |
|                                                             |   |   | Text                  | Email Address                                                                                                  | Dirección de Email                                                                                                              |                              |                                                   |                |                          |        |                                                                |
|                                                             |   |   | Dynamic Data          | [user@domain.com]                                                                                              |                                                                                                                                 |                              |                                                   |                |                          |        |                                                                |
|                                                             |   |   | Button                | Edit Paperless Settings                                                                                        | Editar configuración del Programa Paperless                                                                                     |                              |                                                   |                |                          |        |                                                                |
|                                                             |   |   | Button                | Go to Credit Home                                                                                              | (Translation needed.)                                                                                                           |                              |                                                   |                |                          |        |                                                                |
| FUSION: PAPERLESS SETTINGS: UNENROLLMENT CONFIRMATION MODAL |   |   |                       |                                                                                                                |                                                                                                                                 |                              |                                                   |                |                          |        |                                                                |
| D                                                           | T | M | ELEMENT               | COPY                                                                                                           | COPY (SPANISH)                                                                                                                  | ADA                          | ADA (SPANISH)                                     | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                          |
|                                                             |   |   | Dynamic Header        | Are you sure you want to turn off [Paperless Statements; Paperless Letters; Paperless Statements and Letters]? | ¿Estás seguro(a) de que quieres desactivar [Paperless Statements; Paperless Letters; Paperless Statements y Letters]?           |                              |                                                   |                |                          |        | Content is determined by which features the user has unchecked |
|                                                             |   |   | Dynamic Text          | With Paperless Statements, you can view your statements before they would arrive by U.S. mail.                 | Con el Programa Paperless Statements, puedes ver tus estados de cuenta antes de que lleguen por el correo postal de los EE. UU. |                              |                                                   |                |                          |        | Appears if the user unchecked Paperless Statements             |
|                                                             |   |   | Dynamic Text          | With Paperless Letters, you can view most legal letters before they would arrive by U.S. mail.                 | (Translation needed.)                                                                                                           |                              |                                                   |                |                          |        | Appears if the user unchecked Paperless Letters                |

|  |  |  |                    |                                                                                                                                   |                                                                                                    |                                             |                                                              |  |  |  |                                                            |
|--|--|--|--------------------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------------|--|--|--|------------------------------------------------------------|
|  |  |  | Dynamic Text       | With Paperless Statements and Letters, you can view your statements and most legal letters before they would arrive by U.S. mail. | (Translation needed.)                                                                              |                                             |                                                              |  |  |  | Appears if user unchecked Paperless Statements and Letters |
|  |  |  | Dynamic Text       | Cancelling Paperless will also cancel your enrollment with your current e-Bill provider.                                          | Cancelar el Programa Paperless también cancelará tu inscripción con tu proveedor actual de e-Bill. |                                             |                                                              |  |  |  | Appears if the user is enrolled in Fi-Serv                 |
|  |  |  | Button (Primary)   | Turn Off                                                                                                                          | Desactivar                                                                                         | Turn off Paperless setting.                 | Desactivar la configuración del Programa Paperless.          |  |  |  |                                                            |
|  |  |  | Button (Secondary) | Close                                                                                                                             | Cerrar                                                                                             | Close, without changing Paperless settings. | Cerrar, sin cambiar la configuración del Programa Paperless. |  |  |  |                                                            |

Fusion 7 White Label Standard

# Link Another Card Module



## Link Another Card

1

CARD NUMBER

2

NAME AS IT APPEARS ON YOUR CARD

3

SECURITY CODE i

3

LAST 4 DIGITS OF PRIMARY CARDHOLDER'S SSN i

NICKNAME (OPTIONAL)

4

☐ Set as default card

5

Cancel

6

Link Card

### About Linking Cards

As magnist ped mi, isi odis et officab incitiis aut officiassim faces audi dendemquia nonse veni ipiciet enimet, quasperati non res re simus rehent maiorepro coreptatесе volorum ipsum eostestio quunt, que nem ipsamet volo eum quatur, omnis ut ipsumquunt, simosae. Porrum voloren itaquo torrum ius sitas volecto.

This is the default view of the Link Another Card Module for traditional linking. Content and interactions are consistent across all breakpoints.

| Key | Element                      | Action                                                                                                                                                                                                               | Notes                                                                                                |
|-----|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 1   | Card Number Form Field       | onFocus activates the field and displays Card Number Field Help; when the user exits the field the field help closes and the data is validated for formatting, if an error is found then displays a form field error |                                                                                                      |
| 2   | Form Fields                  | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found then displays a form field error                                                                  |                                                                                                      |
| 3   | Tooltip                      | onClick displays the tooltip                                                                                                                                                                                         |                                                                                                      |
| 4   | Set as default card Checkbox | onClick selects/deselects the checkbox                                                                                                                                                                               | If the box is checked and user clicks Save then assign this card as the default card for the account |
| 5   | Cancel Button                | onClick dismisses changes and displays source page                                                                                                                                                                   |                                                                                                      |
| 6   | Link Card Button             | onClick links the corresponding card to the account and displays the Add Linked Cards - Account Preferences page                                                                                                     |                                                                                                      |

Wireframe: Link Another Card Module, Extra Small View

Link Another Card

Enter Your Card Information

CARD NUMBER

NAME AS IT APPEARS ON YOUR CARD

SECURITY CODE i

LAST 4 DIGITS OF CARDHOLDER'S SSN i

NICKNAME (OPTIONAL)

Set as default card

About Linking Cards

As magnist ped mi, isi odis et officab  
inctiis aut officiassim faces audi  
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quasperati non res re simus rehent  
maioirepro coreptatese volorum ipsum  
eostestio quunt, que nem ipsamet volo  
eum quatur, omnis ut ipsumquunt.

Link Card

Cancel

Page Notes

Module Type: Transactional Module

This is the default view of the Link Another Card Module for traditional linking. Content and interactions are consistent across all breakpoints.

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## Link Another Card

[Partner Provided Card Name] Ending in 1234  
Enroll in Paperless Statements and Letters

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Egestas eget quam. Donec id elit non mi porta gravida at eget metus.

- 1 ☒ Morbi leo risus, porta ac consectetur ac, vestibulum at eros

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor.

Email Address

s\*\*\*\*\*m@email.com

[Edit](#)

## Set Up Alerts

Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

## Set Up Online Bill Pay

Nullam quis risus eget urna mollis ornare vel eu leo.

Next

| Key | Element                                 | Action                                                                                                                                                                                                                               | Note                                                                                                                                                                                                                                                                                    |
|-----|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Enroll in Paperless Statements Checkbox | onClick selects and deselects checkbox                                                                                                                                                                                               | See <i>Wireframe - Add Payment Source for full functionality of Paperless Content</i>                                                                                                                                                                                                   |
| 2   | Edit Link                               | onClick displays email fields; pre-populates existing email address                                                                                                                                                                  | Email Capture view of this content displays if there is no email address on file.<br><br><i>See Wireframe: Paperless Enrollment - Email Capture, Large View</i>                                                                                                                         |
| 3   | Set Up Alerts Button                    | onClick displays the Alerts Form                                                                                                                                                                                                     | This module is conditional and is only displayed if the user was not previously enrolled in any alerts or if they are ineligible to enroll<br><br><i>See Wireframe: Alerts Form, Large View</i>                                                                                         |
| 4   | Set Up Online Bill Pay Button           | onClick displays the Online Bill Pay Form                                                                                                                                                                                            | This module is conditional and is only displayed if the user was not previously enrolled in Online Bill Pay or if they are ineligible to enroll<br><br><i>See Wireframe: Online Bill Pay Form, Large View</i>                                                                           |
| 5   | Next Button                             | If the user adds account preferences, onClick displays the Add Linked Cards Module - Account preferences Added<br><br>If the user does not add account preferences, onClick displays the Confirm view of the Add Linked Cards Module | <i>See Wireframe: Link Another Card Module - Account Preferences Added, Large View</i><br><br><i>See Wireframe: Link Another Card Module - Confirm, Large View</i><br><br>If the user has chosen Enroll In Paperless Statements, displays Paperless Terms and Conditions Content Modal. |

## Wireframe: Link Another Card Module - Account Preferences, Extra Small View

## Link Another Card

## ☒ Personalize Your Card Settings

[Partner Provided Card Name] Ending in  
1234

## Enroll in Paperless Statements and Letters

Vivamus sagittis lacus vel augue laoreet  
rutrum faucibus dolor auctor.

☒ Morbi leo risus, porta ac consectetur ac vestibulum at eros

Vivamus sagittis lacus vel augue laoreet

Email Address

s\*\*\*\*\*m@email.com

Edit

## Set Up Alerts

&gt;

Set Up Online Bill Pay &gt;



Next:

## Page Notes

Module Type: Transactional Module

This is the Account Preferences view for the Link Another Card Module. Content and interactions are consistent in Small and Extra Small Views.

In the Small and Extra Small breakpoints, the subline in the preferences module is hidden.

If the user clicks the browser back button then display the source landing page



Wireframe: Link Another Card Module - Account Alerts, Large View

Link Another Card

1

CARD SETTINGS

Alert Contact Information

EMAIL 1

s•••••m@gmail.com

Edit

EMAIL 2

Not Specified

Edit

MOBILE PHONE 1

(512) 999-9999

Activate | Edit

MOBILE PHONE 2

Not Specified

Edit

To receive alerts at a mobile phone number, you must first activate it. See our list of supported providers.

Rum es aliciet, cor ratus de vel id quae mincitiae re, nulparc hilit, eosapis velitem oloruntia dest fugit fugitibus maionsequam resequi ullitinci debis dolesequos sitas rerum laut pore vel magnihi tiorepudam sedi dolorem remo inihitatibus ea nobitatur.

Account Alerts

Set Up

2

STATEMENTS AND PAY MENTS

Minimum Payment Due

OFF

Account Past Due

OFF

Payment Posted

OFF

BALANCE AND CREDIT LIMIT

Spending Alert

OFF

Current Balance

OFF

High Balance

OFF

Page Notes

Module Type: Transactional Module

This is the Set Up Alerts view of the Link Another Card Module. Content and interactions are consistent across all breakpoints. If the user clicks the browser back button then display the source landing page

Interaction Notes

| Key | Element              | Action                                                              | Notes                                                                                                                                                       |
|-----|----------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Settings        | onClick displays the Link Another Card Module - Account Preferences | See Wireframe: Link Another Card Module - Account Preferences, Large View                                                                                   |
| 2   | Set Up Alerts Button | onClick displays the Edit view of the Alerts Module                 | Conditional content. 'Set Up' button changes to 'Edit' after the user sets up alerts.<br><br>See Wireframe: Alerts Module - Edit Account Alerts, Large View |

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Wireframe: Link Another Card Module - Account Alerts (Continued), Large View

Account Alerts

Set Up

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

OFF

Payment Posted

OFF

BALANCE AND CREDIT LIMIT

Spending Alert

OFF

Current Balance

OFF

High Balance

OFF

Close to Credit Limit

OFF

OTHER NOTIFICATIONS

New Features and Updates

OFF

Set Up Alerts

2

Page Notes

Module Type: Transactional Module

This is the Set Up Alerts view of the Link Another Card Module. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button then display the source landing page

Interaction Notes

| Key | Element              | Action                                              | Notes                                                                                                                                                              |
|-----|----------------------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2   | Set Up Alerts Button | onClick displays the Edit view of the Alerts Module | Conditional content. ‘Set Up’ button changes to ‘Edit’ after the user sets up alerts.<br><br>See <i>Wireframe: Alerts Module - Edit Account Alerts, Large View</i> |

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Wireframe: Link Another Module - Account Alerts, Extra Small View

Link Another Card

< CARD SETTINGS

Alert Contact Information

EMAIL 1  
✉ s•••••m@gmail.com Edit

EMAIL 2  
✉ Not Specified Edit

MOBILE PHONE 1  
📱 (512) 999-9999 Activate | Edit

MOBILE PHONE 2  
📱 Not Specified Edit

To receive alerts at a mobile phone number, you must first activate it. See our list of [supported providers](#).

Rum es aliciet, cor ratus de vel id quae mincitiae re, nulparc hilit, eosapis velitem oloruntia dest fugit fugitibus maionsequam resequi ullitinci debis dolesequos sitas rerum laut pore vel magnihi tiorepudam sedi dolorem remo inihitatibus ea nobitatur.

Account Alerts

Set Up

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

STATEMENTS AND PAYMENTS

Minimum Payment Due

OFF

Account Past Due

OFF

Payment Posted

OFF

BALANCE AND CREDIT LIMIT

Spending Alert

OFF

Current Balance

OFF

High Balance

OFF

Close to Credit Limit

OFF

Over Credit Limit

OFF

New Features and Updates

OFF

OTHER NOTIFICATIONS

New Features and Updates

OFF

Set Up Alerts

Page Notes

Module Type: Transactional Module

Users can select to receive Alerts delivered via email. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button then display the source landing page.

Link Another Card

1 < CARD SETTINGS

Enter Payment Source Information

ABA Routing Number ⓘ

2

Bank Account Number ⓘ

Confirm Bank Account Number

Account Type

3 

Select Type▼

Nickname (Optional)

☒ Set as default payment source

Add this payment source to other cards:

☐ [Partner Provided Card Name]  
Ending in 5678

☐ [Partner Provided Card Name]  
Ending in 9012

Online Bill Pay Authorization

Nullam quis risus eget urna mollis ornare vel eu leo. Nullam id dolor id nibh ultricies vehicula ut id elit lorem ipsum donec atimus [Terms and Conditions](#).

4

5 Cancel

Add Payment Source

6

Page Notes

Module Type: Transactional Module

This is the Online Bill Pay process page for Link Another Card Module. Users must enter banking information to set up Online Bill Pay. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button then display the source landing page.

Interaction Notes

| Key | Element                   | Action                                                                                                                                                                                                                                           | Notes                                                                          |
|-----|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| 1   | Card Settings             | onClick displays the Link Another Card Module - Account Preferences                                                                                                                                                                              | See Wireframe: Link Another Card Module - Account Preferences, Large View      |
| 2   | Form Field                | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found, displays a form field error                                                                                                  |                                                                                |
| 3   | Account Type Dropdown     | onClick expands/collapses the dropdown. If the user selects an account type, the dropdown collapses and displays the selected option                                                                                                             | No account type is selected by default                                         |
| 4   | Terms and Conditions      | onClick displays the Content Modal Module with the Online Bill Pay Terms and Conditions content                                                                                                                                                  | See Wireframe: Content Modal Module, Large View                                |
| 5   | Cancel Button             | onClick the data is not saved, displays the Link Another Card - Add Preferences                                                                                                                                                                  | See Wireframe: Link Another Card - Account Preferences, Large View             |
| 6   | Add Payment Source Button | onClick submits the data, if an error is found, displays an error message. Otherwise, saves data and then displays the Link Another Card Module - Online Bill Pay - Verify page<br><br>If there is a system failure displays a page level error. | See Wireframe: Link Another Card Module - Online Bill Pay - Verify, Large View |

Wireframe: Link Another Card Module - Online Bill Pay, Extra Small View

Link Another Card

< CARD SETTINGS

Enter Payment Source Information

ABA ROUTING NUMBER ⓘ

BANK ACCOUNT NUMBER ⓘ

CONFIRM BANK ACCOUNT NUMBER

ACCOUNT TYPE

Select Type▼

NICKNAME (OPTIONAL)

☒ Set as default payment source

Add this payment source to other cards:

☐ [Partner Provided Card Name] Ending in 5678

☐ [Partner Provided Card Name] Ending in 9012

Online Bill Pay Authorization

Nullam quis risus eget urna mollis ornare vel eu leo. Nullam id dolor id nibh ultricies vehicula ut id elit lorem ipsum donec atimus [Terms and Conditions.](#)

Add Payment Source

Page Notes

Module Type: Transactional Module

This is the Online Bill Pay process page for Link Another Card Module. Users must enter banking information to set up Online Bill Pay. Content and interactions are consistent across all breakpoints.

If the user clicks the browser back button displays the source landing page.

Link Another Card

Verify Your Information

ABA ROUTING NUMBER

.....5678

BANK ACCOUNT NUMBER

.....1234

ACCOUNT TYPE

Checking

NICKNAME

Bank of America Checking

AVAILABLE TO OTHER CARDS (OPTIONAL)

[Partner Provided Card Name] Ending in 1234 (Payment Source already on file)

[Partner Provided Card Name] Ending in 5678

STATUS

Default

2 < Make Changes

Online Bill Pay Authorization

Nullam id dolor id nibh ultricies vehicula ut id elit. Morbi leo risus, porta ac consectetur ac, vestibulum at eros. Etiam porta sem malesuada magna mollis euismod [Terms and Conditions](#).

3 Cancel

Authorize4

| Page Notes                                                                                                                                                |                   |                                                                                                   |                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Module Type: Transactional Module                                                                                                                         |                   |                                                                                                   |                                                                          |
| This is the Verify step of the Online Bill Pay process page for Link Another Card Module. Content and interactions are consistent across all breakpoints. |                   |                                                                                                   |                                                                          |
| Interaction Notes                                                                                                                                         |                   |                                                                                                   |                                                                          |
| Key                                                                                                                                                       | Element           | Action                                                                                            | Notes                                                                    |
| 1                                                                                                                                                         | Dynamic Text      | Display options selected on previous page of the flow                                             |                                                                          |
| 2                                                                                                                                                         | Make Changes Link | onClick displays Link Another Card - Online Bill Pay page with pre-populated fields               | See "Wireframe: Link Another Card Module - Online Bill Pay, Large View"  |
| 3                                                                                                                                                         | Cancel Button     | onClick cancels Add Payment Source and displays the Link Another Card - Account Preferences page  | See Wireframe: Link Another Card - Account Preferences, Large View       |
| 4                                                                                                                                                         | Authorize Button  | onClick authorizes payment source and displays Link Another Card - Account Preferences Added page | See Wireframe: Link Another Card - Account Preferences Added, Large View |

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1055



Wireframe: Link Another Card Module - Online Bill Pay - Verify, Extra Small View

Link Another Card

Verify Your Information

ABA ROUTING NUMBER

●●●●●5678

BANK ACCOUNT NUMBER

●●●●●●●1234

ACCOUNT TYPE

Checking

NICKNAME

Bank of America Checking

AVAILABLE TO OTHER CARDS (OPTIONAL)

[Partner Provided Card Name]  
Ending in 1234  
(Payment Source already on file)

[Partner Provided Card Name]  
Ending in 5678

STATUS

Default

< Make Changes

Online Bill Pay Authorization

Nullam quis risus eget urna mollis ornare  
vel eu leo. Nullam id dolor id nibh ultricies  
vehicula ut id elit lorem ipsum donec atimus  
[Terms and Conditions.](#)

Authorize

Cancel

Page Notes

Module Type: Transactional Module

This is the Verify step of the Online Bill Pay process page for Link Another Card Module. Content and interactions are consistent across all breakpoints.

### Link Another Card

### Personalize Your Card Settings

[Partner Provided Card Name] Ending in 1234  
Enroll in Paperless Statements and Letters

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor. Egestas eget quam. Donec id elit non mi porta gravida at eget metus.

☒ Morbi leo risus, porta ac consectetur ac, vestibulum at eros

Vivamus sagittis lacus vel augue laoreet rutrum faucibus dolor auctor:

Email Address

s\*\*\*\*\*m@email.com

Edit

## Set Up Alerts

Morbi leo risus, porta ac consectetur ac, vestibulum at eros.

1

✓ Added

## Set Up Online Bill Pay

Nullam quis risus eget urna mollis ornare vel eu leo.

2

✓ Added

3

Next

## Module Type: Transactional Module

This is the Account Preferences Added view of the Link Another Card Module. Once the user has added a preference, the preferences module is updated to show it was successfully added. Content and interactions are consistent across Medium, Large and Extra Large Views.

If the user clicks the browser back button displays the source landing page.

| Key | Element                      | Action                                                           | Notes                                                                                                                                                                                                                                                           |
|-----|------------------------------|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Set Up Alerts Added          | None                                                             | <p>Once the user has added Account Alerts, the module on Account Preferences updates to Added and the user is not able to go back and edit those preferences.</p> <p>Conditional content. Does not appear if the user has previously added the preference.</p>  |
| 2   | Set Up Online Bill Pay Added | None                                                             | <p>Once the user has added Online Bill Pay, the module on Account Preferences updates to Added and the user is not able to go back and edit those preferences.</p> <p>Conditional content. Does not appear if the user has previously added the preference.</p> |
| 3   | Next Button                  | onClick displays the Confirm view of the Add Linked Cards Module |                                                                                                                                                                                                                                                                 |



## Wireframe: Link Another Card Module - Account Preferences Added, Extra Small View

## Link Another Card

## ☒ Personalize Your Card Settings

[Partner Provided Card Name] Ending in  
1234

## Enroll in Paperless Statements and Letters

Vivamus sagittis lacus vel augue laoreet  
rutrum faucibus dolor auctor.

☒ Morbi leo risus, porta ac consectetur ac, vestibulum at eros

Vivamus sagittis lacus vel augue laoreet:

Email Address

s\*\*\*\*\*m@email.com

Edit

## Set Up Alerts

✓ Added

[Set Up Online Bill Pay >](#)

✓ Added

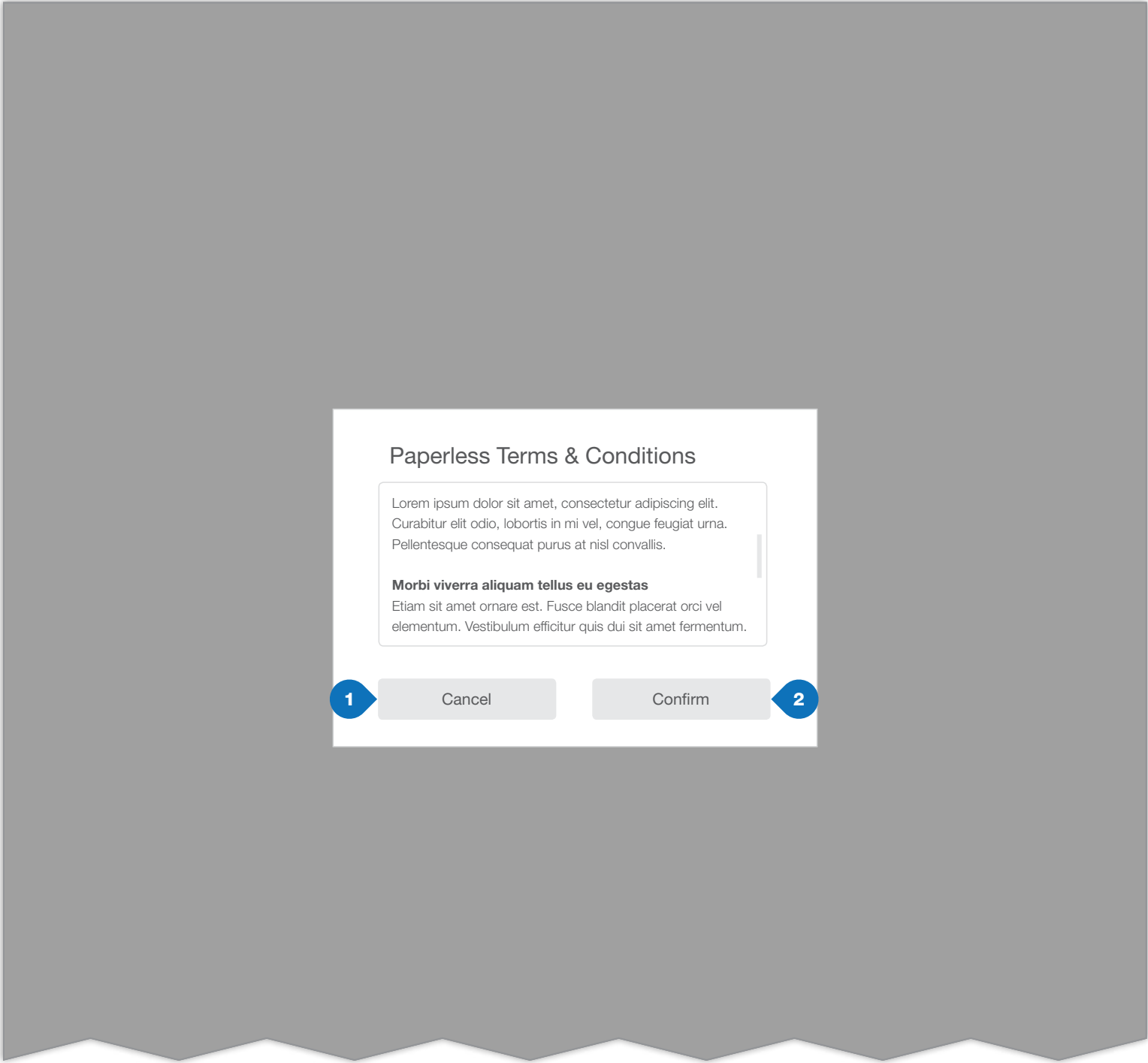
Next

Module Type: Transactional Module

This is the Account Preferences view for the Link Another Card Module. Content and interactions are consistent in Small and Extra Small Views. In the S and XS breakpoints, the subline in the preferences module is hidden and the Added indication appears below the module title.

If the user clicks the browser back button displays the source landing page.

## Wireframe: Link Another Card Module - Confirm Paperless Statements Modal, Large View



### Page Notes

Module Type: Transactional Module

This is the Confirm Paperless Statement Modal of the Link Another Card Module. Content and interactions are consistent across all breakpoints.

### Interaction Notes

| Key | Element        | Action                                                                                                                                                             | Notes                                                                |
|-----|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| 1   | Cancel Button  | onClick dismisses modal                                                                                                                                            |                                                                      |
| 2   | Confirm Button | onClick submits Preferences and displays the Link Another Card Module - Confirm<br><br>If there is a system failure displays a page level error on the source page | See <i>Wireframe: Link Another Card Module - Confirm, Large View</i> |

| FUSION: CARD LINKING – PAGE TITLE |   |   |             |                                                    |                                      |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|-----------------------------------|---|---|-------------|----------------------------------------------------|--------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------|
| D                                 | T | M | ELEMENT     | COPY                                               | COPY (SPANISH)                       | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                    | CMS ID | NOTES                                                                                 |
|                                   |   |   | Heading     | Link Another Card                                  | Vincular otra tarjeta                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Implement as page title module                                                        |
| FUSION: CARD LINKING              |   |   |             |                                                    |                                      |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
| D                                 | T | M | ELEMENT     | COPY                                               | COPY (SPANISH)                       | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                    | CMS ID | NOTES                                                                                 |
|                                   |   |   | Heading     | Enter Your Card Information                        | Ingresa la información de tu tarjeta |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|                                   |   |   | Field Label | Card Number                                        | Número de tarjeta                    |     |               | Client-Side Errors [Field Level]:<br><br>If invalid characters:<br>Please enter a valid Card Number using numbers only.<br><br>If blank or insufficient characters:<br>Please enter a valid Card Number. | Errores por parte del cliente:<br><br>Si los caracteres son inválidos:<br>Ingresa un Número de Tarjeta válido utilizando números solamente.<br><br>Si está en blanco o los caracteres son insuficientes:<br>Por favor, ingresa un Número de Tarjeta válido. |        |                                                                                       |
|                                   |   |   | Field Help  | Please enter the 16-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 16-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the 15-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 15-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the 14-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 14-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the 13-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 13-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the 12-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 12-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the card number printed on your card. | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with multiple card numbers in their portfolio. |

|  |  |  |               |                                 |                                       |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                           |  |                                    |
|--|--|--|---------------|---------------------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------|
|  |  |  | Field Label   | Name as It Appears on Your Card | Nombre tal como aparece en tu tarjeta |                                                                                                        |                                                                                                                       | Client-Side Errors [Field Level]:<br>Please enter the Name as It Appears on Your Card without using numbers. Certain special characters are not allowed.<br><br>If blank, or contains less than 2 characters:<br>Please enter the Name as It Appears on Your Card. | Errores por parte del cliente:<br>Ingresa el Nombre tal como aparece en tu tarjeta sin utilizar números. Algunos caracteres especiales no están permitidos.<br><br>Si está en blanco, o contiene menos de 2 caracteres: Ingresa el Nombre tal como aparece en tu tarjeta. |  | Open PRL item — Special characters |
|  |  |  | Field Label   | Security Code                   | Código de Seguridad                   | Enter your Security Code, a three or four digit number that appears on the front or back of your card. | Ingresa tu Código de Seguridad, un número de tres o cuatro dígitos que aparece en el frente o el dorso de tu tarjeta. | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter your Security Code.<br><br>If invalid formatting:<br>Please re-enter your Security Code. Your entry must have 3 or 4 numbers, and cannot contain letters or special characters.                 | Client-Side Errors [Field Level]:<br><br>If blank:<br>Ingresa tu Código de Seguridad.<br><br>If invalid formatting:<br>Vuelve a ingresar tu Código de Seguridad. La información ingresada debe tener 3 o 4 números y no puede contener letras ni caracteres especiales.   |  |                                    |
|  |  |  | Tool Tip Icon | [Tool tip Icon]                 |                                       | To open:<br>Open Security Code tooltip.                                                                | To open:<br>Abrir la sugerencia de la herramienta sobre Código de Seguridad.                                          |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                           |  |                                    |
|  |  |  | Link          | [X]                             |                                       | To close:<br>Close this tooltip.                                                                       | To close:<br>Cerrar esta sugerencia de la herramienta.                                                                |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                           |  |                                    |
|  |  |  | Tool Tip      | Security Code                   | Código de Seguridad                   |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                           |  |                                    |

|  |  |  |              |                                                          |                                                                             |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|--|--|--|--------------|----------------------------------------------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Image        | (Image of Security Code)                                 |                                                                             | If you have a [Partner Name] American Express, your Security Code is a four digit number on the front of the card. If you have a [Partner Name] Credit Card, your Security Code is a three digit number on the back of the card. | Si tienes una tarjeta American Express de [Partner Name], tu Código de Seguridad es un número de cuatro dígitos que aparece en el frente de la tarjeta. Si tienes una Tarjeta de Crédito de [Partner Name], tu Código de Seguridad es un número de tres dígitos que aparece al dorso de la tarjeta. |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Tool Tip     | Don't have a security code on your card? Give us a call. | ¿No tienes un código de seguridad en tu tarjeta? Llámanos.                  |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Field Label  | Last 4 Digits of the Primary Cardholder's SSN            | Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number.<br><br>If invalid formatting<br>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number using numbers only. | Errores por parte del cliente:<br><br>Si está en blanco:<br>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal.<br><br>Si el formato del Cliente es inválido:<br>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal utilizando números únicamente. |  |  |
|  |  |  | Field Label  | Nickname (Optional)                                      | Apodo (Opcional)                                                            |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     | Client-side Error [Field Level]:<br><br>If Account Nickname violates formatting rules:<br>Please enter a different Account Nickname.                                                                                                                                           | Errores por parte del cliente:<br>Ingresa un Apodo de la Cuenta diferente.                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Checkbox     | Set as default card                                      |                                                                             |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Text Heading | About Card Linking                                       | Acerca de la Vinculación de Tarjetas                                        |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |

|  |  |  |                    |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                        |                                             |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|--|--|--|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Text               | Any cards you link will be associated with the email address listed for your online account. Linking does not activate cards and the preferences you assign will not apply to all. You may manage individual card preferences when you sign on. | Cualquier tarjeta que vincules estará asociada con la dirección de email indicada para tu cuenta en línea. La vinculación no activa tarjetas y las preferencias que asignes no se aplicarán a todo. Puedes administrar las preferencias de tarjeta individuales cuando inicies sesión. |                                             |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|  |  |  | Button (Primary)   | <a href="#">Link Card</a>                                                                                                                                                                                                                       | <a href="#">Vincular tarjeta</a>                                                                                                                                                                                                                                                       | Link accounts and proceed to the next step. | Vincular cuentas y seguir con el próximo paso. | Server-Side Error Message [Module Level] (CIL error code 102):<br>The information you entered does not match our records. Please re-enter your information in the fields below. For your protection, we cannot specify which field is incorrect.<br><br>Client-side Error [Module Level]:<br><br>For invalid input:<br>Please select a card(s) to link.<br><br>Server-Side Error Messages [Module Level]:<br><br>If CVV indicates the card is expired (CIL error code 102, 5003):<br>Our records indicate that this card is expired. Please make sure your card is current, and enter the Last 3 Digits on Signature Panel.<br><br>If card has already been linked to the account (CIL error code 102, 5091):<br>You've already linked this card to your account. Please choose a new card to link. | Error por parte del servidor:<br>La información que ingresaste no coincide con nuestros registros. Vuelve a ingresar tu información en los campos a continuación. Para tu protección, no podemos especificar cuál campo es incorrecto.<br><br>Client-side Error [Module Level]:<br>Selecciona una o varias tarjetas para vincular.<br><br>Server-Side Error Message [Module Level]:<br><br>If CVV indicates the card is expired:<br>Nuestros registros indican que esta tarjeta ha vencido. Asegúrate de que tu tarjeta esté vigente, e ingresa los últimos 3 dígitos que figuran en el Recuadro para la Firma.<br><br>If card has already been linked to the account (CIL error code 102, 5091):<br>Ya has vinculado esta tarjeta a tu cuenta. Elige una nueva tarjeta para vincular. |  |  |
|  |  |  | Button (Secondary) | <a href="#">Cancel</a>                                                                                                                                                                                                                          | <a href="#">Cancelar</a>                                                                                                                                                                                                                                                               | Cancel linking my card.                     | Cancelar la vinculación de mi tarjeta.         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |



| FUSION: CARD LINKING, ACCOUNT SETTINGS |   |   |              |                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                                                                                         |
|----------------------------------------|---|---|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------------------------------|
| D                                      | T | M | ELEMENT      | COPY                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                   |
|                                        |   |   | Heading      | Personalize Your Card Settings                                                                                                                                                                       | Personalizar la configuración de tu tarjeta                                                                                                                                                                                                                        |     |               |                |                          |        |                                                                                                                         |
|                                        |   |   | Dynamic Data | [Standard Product Name] Ending in [XXXX]                                                                                                                                                             | [Standard Product Name] Que termina en [XXXX]                                                                                                                                                                                                                      |     |               |                |                          |        |                                                                                                                         |
|                                        |   |   | Sub-header   | Enroll in Paperless Statements and Letters                                                                                                                                                           | Inscríbete en el Programa Paperless Statements y Letters.                                                                                                                                                                                                          |     |               |                |                          |        | Appears if the user is not enrolled in Paperless Statements or Letters                                                  |
|                                        |   |   | Sub-header   | You're enrolled in Paperless Letters. Now add Paperless Statements.                                                                                                                                  | Te has inscrito en el Programa Paperless Letters. Ahora agrega Paperless Statements.                                                                                                                                                                               |     |               |                |                          |        | Appears if user is already enrolled in Paperless Letters                                                                |
|                                        |   |   | Sub-header   | You're enrolled in Paperless Statements. Now add Paperless Letters.                                                                                                                                  | Te has inscrito en el Programa Paperless Statements. Ahora agrega Paperless Letters.                                                                                                                                                                               |     |               |                |                          |        | Appears if user is already enrolled in Paperless Statements                                                             |
|                                        |   |   | Text         | Conveniently access your statements and letters online instead of by mail. Email notifications will be sent when your statements are ready to view, payments are due or a legal notice is available. | Accede cómodamente a tus estados de cuenta y tus cartas en línea en lugar de hacerlo por correo postal. Se te enviarán notificaciones por email cuando tus estados de cuenta estén listos para consultarlos, cuando venzan pagos o un aviso legal esté disponible. |     |               |                |                          |        |                                                                                                                         |
|                                        |   |   | Checkbox     | Yes, enroll me in Paperless [Statements; Letters; Statements and Letters].                                                                                                                           | Sí, inscribanme en el Programa Paperless [Statements; Letters; Statements y Letters].                                                                                                                                                                              |     |               |                |                          |        | Checkbox is preselected                                                                                                 |
|                                        |   |   | Copy         | By checking this box, you agree to the Terms and Conditions.                                                                                                                                         | Al marcar esta casilla, usted acepta los Términos y Condiciones.                                                                                                                                                                                                   |     |               |                |                          |        | Launches Terms and Conditions modal                                                                                     |
|                                        |   |   | Text         | Paperless email notifications will be sent to the following address:                                                                                                                                 | Se enviarán notificaciones de los programas Paperless por email a la siguiente dirección:                                                                                                                                                                          |     |               |                |                          |        |                                                                                                                         |
|                                        |   |   | Text         | Email Address                                                                                                                                                                                        | Dirección de Email                                                                                                                                                                                                                                                 |     |               |                |                          |        | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox                      |
|                                        |   |   | Dynamic Data | [user@domain.com]                                                                                                                                                                                    | [user@domain.com]                                                                                                                                                                                                                                                  |     |               |                |                          |        | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox. Masking rules apply |

|  |  |  |             |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                                      |                                     |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                             |
|--|--|--|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Link        | Edit                                                                                                                                                                                                                                                                                                         | Editar                                                                                                                                                                                                                                                                                                                                                                             |                                      |                                     |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox. Reveals the email fields when clicked   |
|  |  |  | Field Label | Email Address                                                                                                                                                                                                                                                                                                | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                 |                                      |                                     | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br>Please enter your Email Address in the following format: user@domain.com.                                                                                                                                         | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.                                                                                                                                                   |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                        |
|  |  |  | Field Help  | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                                      |                                     |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  | Field help text<br><br>Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit |
|  |  |  | Link        | Email Policy                                                                                                                                                                                                                                                                                                 | Normas sobre el Email                                                                                                                                                                                                                                                                                                                                                              | Email Address Policy.                | Normas sobre la Dirección de Email. |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                        |
|  |  |  | Field Label | Confirm Email Address                                                                                                                                                                                                                                                                                        | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                                       |                                      |                                     | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br><br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com. |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                        |
|  |  |  | Image       | (Account Alerts Icon)                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                    | Decorative Image, no alt tag needed. |                                     |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                             |
|  |  |  | Heading     | Set Up Alerts                                                                                                                                                                                                                                                                                                | Configurar Alertas sobre la Cuenta                                                                                                                                                                                                                                                                                                                                                 |                                      |                                     |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                             |



|                                            |   |   |                  |                                  |                                                |                                             |                                                              |                |                          |        |                                                                                                                     |
|--------------------------------------------|---|---|------------------|----------------------------------|------------------------------------------------|---------------------------------------------|--------------------------------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------------------------------------|
|                                            |   |   | Text             | Stay up-to-date on your account. | Mantente actualizado con respecto a tu cuenta. |                                             |                                                              |                |                          |        | Content does not display for S and XS.                                                                              |
|                                            |   |   | Text State       | [Checkmark] Added                | [Checkmark] Agregado                           | You are enrolled to receive Account Alerts. | Estás inscrito para recibir Alertas sobre la Cuenta          |                |                          |        | Conditional content that appears after the user has set up alerts                                                   |
|                                            |   |   | Image            | (Online Bill Pay Icon)           | (Online Bill Pay Icon)                         | Decorative Image, no alt tag needed.        |                                                              |                |                          |        |                                                                                                                     |
|                                            |   |   | Heading          | Set Up Online Bill Pay           | Configurar Pago de Facturas en Línea           |                                             |                                                              |                |                          |        |                                                                                                                     |
|                                            |   |   | Text             | Add a payment source.            | Agregar una fuente de pago                     |                                             |                                                              |                |                          |        | Content does not display for S and XS.                                                                              |
|                                            |   |   | Text state       | [Checkmark] Added                | [Marca de selección] Agregado                  | You are enrolled in Online Bill Pay.        | Estás inscrito en Pago de Facturas en Línea.                 |                |                          |        | Conditional content that appears after the user has set up online bill pay                                          |
|                                            |   |   | Button (Primary) | Next                             | Siguiente                                      | Continue to next step of card linking.      | Continuar al siguiente paso de la vinculación de la tarjeta. |                |                          |        |                                                                                                                     |
| FUSION: CARD LINKING, ALERTS FLOW          |   |   |                  |                                  |                                                |                                             |                                                              |                |                          |        |                                                                                                                     |
| D                                          | T | M | ELEMENT          | COPY                             | COPY (SPANISH)                                 | ADA                                         | ADA (SPANISH)                                                | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                               |
|                                            |   |   | Link             | < CARD SETTINGS                  | < CONFIGURACIÓN DE LA TARJETA                  | Return to Card Settings.                    | Regresar a la configuración de la tarjeta.                   |                |                          |        | This link appears at the top of Alerts page when user chooses these options from the card linking page.             |
| FUSION: CARD LINKING, ONLINE BILL PAY FLOW |   |   |                  |                                  |                                                |                                             |                                                              |                |                          |        |                                                                                                                     |
| D                                          | T | M | ELEMENT          | COPY                             | COPY (SPANISH)                                 | ADA                                         | ADA (SPANISH)                                                | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                               |
|                                            |   |   | Link             | < CARD SETTINGS                  | < CONFIGURACIÓN DE LA TARJETA                  | Return to Card Settings.                    | Regresar a la configuración de la tarjeta.                   |                |                          |        | This link appears at the top of the Online Bill Pay page when user chooses these options from the card linking page |
|                                            |   |   | Header           | Enter Payment Source Information | Ingresa la información sobre la fuente de pago |                                             |                                                              |                |                          |        | This Header replaces “Enter Payment Information” header in existing content                                         |
| FUSION: CARD LINKING, PAPERLESS MODAL      |   |   |                  |                                  |                                                |                                             |                                                              |                |                          |        |                                                                                                                     |
| D                                          | T | M | ELEMENT          | COPY                             | COPY (SPANISH)                                 | ADA                                         | ADA (SPANISH)                                                | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                               |
|                                            |   |   | Heading          | Paperless Terms & Conditions     | Términos y condiciones del programa Paperless  |                                             |                                                              |                |                          |        |                                                                                                                     |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | To enroll in paperless for this credit account, start by reading the terms and conditions below. By clicking CONFIRM below, you are agreeing to receive your statements electronically only and legal notices (as available) electronically only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Para inscribirse en el Programa Paperless para esta cuenta de crédito, comience por leer los términos y condiciones a continuación. Al hacer clic en CONFIRMAR a continuación, usted acepta recibir sus estados de cuenta en forma electrónica únicamente y los avisos legales (según estén disponibles) en forma electrónica únicamente.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  |
|  |  |  | Heading | Enrollment in Credit Card Paperless Statements and Letters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Inscripción en los Programas Paperless Statements y Letters para tarjetas de crédito                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |  |
|  |  |  | Text    | <p>We send cardmembers various types of legal notices, including notices of increases or decreases in credit lines, privacy notices, account updates and statements. Currently, we can provide some of these legal notices, including statements, electronically. We are working towards being able to provide all of these legal notices electronically. When we are able to provide all legal notices electronically, we will notify you by email. In the meantime, if you choose to receive legal notices electronically, you will need to monitor both your U.S. postal mailbox and your email inbox for legal notices.</p> <p>To receive your legal notices electronically, your computer must be capable of printing or storing email, web pages and documents in PDF format and your browser must meet minimum system requirements.</p> | Les enviamos a los tarjetahabientes varios tipos de avisos legales, incluidos avisos de aumentos o disminuciones en las líneas de crédito, avisos de privacidad, información actualizada sobre la cuenta y estados de cuenta. Actualmente, podemos proporcionar algunos de estos avisos legales, incluidos los estados de cuenta, en forma electrónica. Estamos trabajando para poder proporcionar todos estos avisos legales en forma electrónica. Cuando podamos proporcionar todos los avisos legales en forma electrónica, te lo notificaremos por correo electrónico. Mientras tanto, si opta por recibir los avisos legales en forma electrónica, deberá controlar tanto su buzón de correo postal de los EE.UU. como su bandeja de entrada de correo electrónico para verificar si contienen avisos legales. |  |  |  |  |  |  |
|  |  |  | Heading | Minimum System Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Requisito mínimo del sistema                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | Your privacy and security are important to us. That's why we require you to use a browser with 128-bit security encryption to proceed with your application. This protection helps to ensure that the information you send and receive will remain confidential.                                                                                     | Su privacidad y seguridad son importantes para nosotros. Es por eso que le solicitamos que utilice un explorador con una codificación de seguridad de 128 bits para seguir adelante con su solicitud. Esta protección ayuda a garantizar que la información que envíe y reciba se mantenga con carácter confidencial.                                                                                                         |  |  |  |  |  |  |
|  |  |  | Heading | Getting Paper Copies                                                                                                                                                                                                                                                                                                                                 | Obtener copias impresas                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |
|  |  |  | Text    | If you choose to receive legal notices and statements electronically and then want a paper notice, call us at the number on the back of your card and we will mail it to you.                                                                                                                                                                        | Si opta por recibir avisos legales y estados de cuenta en forma electrónica y luego desea obtener un aviso impreso, llámenos al número que figura al dorso de su tarjeta y se lo enviaremos por correo.                                                                                                                                                                                                                       |  |  |  |  |  |  |
|  |  |  | Heading | Cancelling Paperless Statements and Letters                                                                                                                                                                                                                                                                                                          | Cancelación de los Programas Paperless Statements y Letters                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
|  |  |  | Text    | You may cancel in Account Online or by calling us at the number on the back of your card.                                                                                                                                                                                                                                                            | Puede cancelar el servicio en Account Online o llamándonos al número de teléfono que figura al dorso de su tarjeta.                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  |
|  |  |  | Heading | Updating Email Address                                                                                                                                                                                                                                                                                                                               | Actualización de su dirección de email                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|  |  |  | Text    | We'll send notifications regarding the availability of your statement online and legal notices to that address until you contact us to change it. It is your responsibility to update promptly any changes in this information. If your email address changes, please update it in Account Online or call us at the number on the back of your card. | Le enviaremos notificaciones con respecto a la disponibilidad de su estado de cuenta en línea y de los avisos legales a esa dirección hasta que usted se comuniqué con nosotros para que la cambiemos. Es su responsabilidad actualizar de inmediato cualquier cambio en esta información. Si su dirección de email cambia, actualícela en Account Online o llámenos al número de teléfono que figura al dorso de su tarjeta. |  |  |  |  |  |  |
|  |  |  | Heading | Credit Card Paperless Statements and Letters Authorization                                                                                                                                                                                                                                                                                           | Autorización para los Programas Paperless Statements y Letters para Tarjetas de Crédito                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |

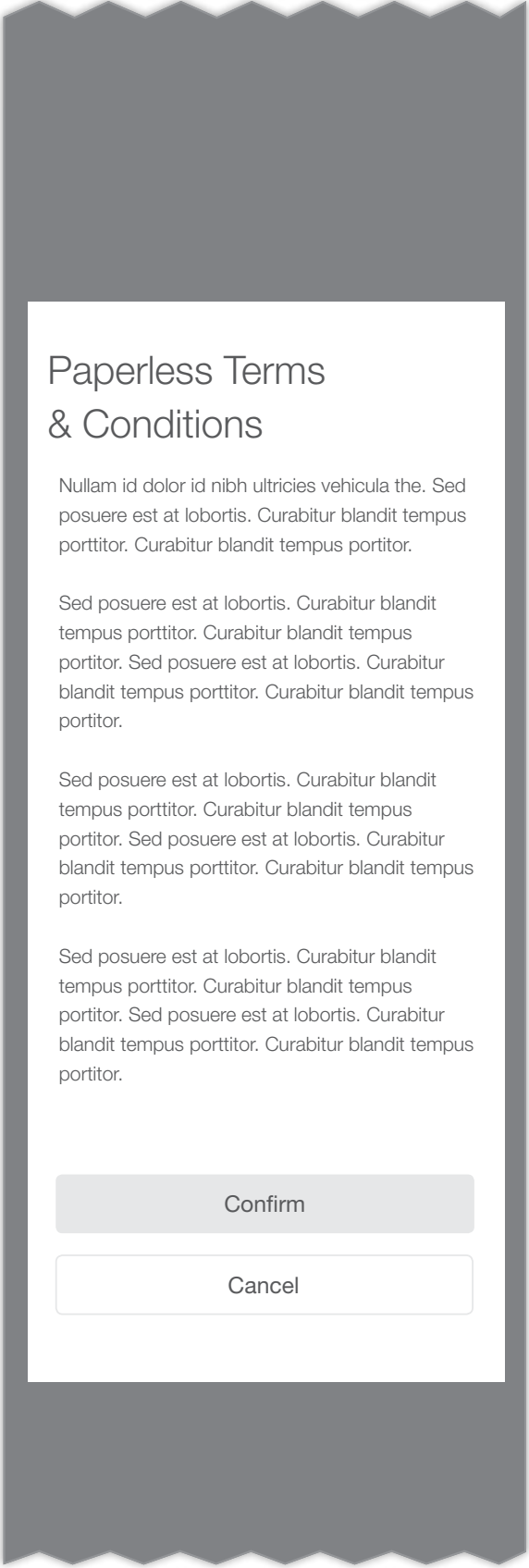
|                                   |   |   |                 |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                     |                                                                                |                |                          |        |                                                                                                     |
|-----------------------------------|---|---|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------|
|                                   |   |   | Text            | By clicking CONFIRM, I agree to receive my billing statements and other legal notices electronically as available. I understand that when I receive an electronic notice it will replace a paper copy. I also understand that I will need to check both my U.S. postal mailbox and email inbox for legal notices until you let me know by email that all legal notices will be sent electronically. | Al hacer clic en CONFIRMAR, acepto recibir mis estados de facturación y otros avisos legales en forma electrónica según estén disponibles. Comprendo que cuando reciba un aviso electrónico, éste reemplazará a la copia impresa. También comprendo que deberé revisar tanto mi buzón de correo postal de los EE.UU. como la bandeja de entrada de mi correo electrónico para verificar la llegada de avisos legales hasta que ustedes me comuniquen por correo electrónico que todos los avisos legales serán enviados por vía electrónica. |                                                                     |                                                                                |                |                          |        |                                                                                                     |
|                                   |   |   | Button          | Cancel                                                                                                                                                                                                                                                                                                                                                                                              | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Cancel and return to Preferences.                                   | Cancelar y regresar a Preferencias                                             |                |                          |        | Buttons do not appear when the user launches this modal from the Terms and Conditions checkbox link |
|                                   |   |   | Button          | Confirm                                                                                                                                                                                                                                                                                                                                                                                             | Confirmar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Accept Paperless Statements & Letters and continue to confirmation. | Aceptar el Programa Paperless Statements y Letters y continuar para confirmar. |                |                          |        | Buttons do not appear when the user launches this modal from the Terms and Conditions checkbox link |
| FUSION: CARD LINKING CONFIRMATION |   |   |                 |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                     |                                                                                |                |                          |        |                                                                                                     |
| D                                 | T | M | ELEMENT         | COPY                                                                                                                                                                                                                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ADA                                                                 | ADA (SPANISH)                                                                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                               |
|                                   |   |   | Heading         | You've Linked a Card                                                                                                                                                                                                                                                                                                                                                                                | Has vinculado una tarjeta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                     |                                                                                |                |                          |        |                                                                                                     |
|                                   |   |   | Dynamic Text    | You can start managing [Card Name] Ending in [XXXX] immediately.                                                                                                                                                                                                                                                                                                                                    | Puedes comenzar a manejar la [nombre de la tarjeta] Que termina en [XXXX] de inmediato.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                     |                                                                                |                |                          |        |                                                                                                     |
|                                   |   |   | Text            | Other updates:                                                                                                                                                                                                                                                                                                                                                                                      | Otras actualizaciones:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                     |                                                                                |                |                          |        | Appears if user added Paperless                                                                     |
|                                   |   |   | Checkmark Image |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | (Decorative image, no alt text required)                            | Imagen decorativa, no se requiere texto alt.                                   |                |                          |        | Appears if user enrolled in Paperless                                                               |

|                                                             |   |   |                    |                                                                                                                                                                                |                                                                                                                                                                                                        |     |               |                |                          |        |                                                                                     |
|-------------------------------------------------------------|---|---|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------|
|                                                             |   |   | Dynamic Text       | Enrolled in Paperless [Statements, Letters, Statements and Letters]                                                                                                            | Se inscribió en el Programa Paperless [Statements, Letters, Statements y Letters]                                                                                                                      |     |               |                |                          |        | Appears if user enrolled in Paperless, but was previous enrolled in neither service |
|                                                             |   |   | Dynamic Text       | Enrolled in Online Bill Pay                                                                                                                                                    | Inscrito en el Programa Online Bill Pay                                                                                                                                                                |     |               |                |                          |        |                                                                                     |
|                                                             |   |   | Dynamic Text       | Enrolled in Alerts                                                                                                                                                             | Inscrito en Mensajes de Alerta                                                                                                                                                                         |     |               |                |                          |        |                                                                                     |
|                                                             |   |   | Dynamic Text       | Updated your email address                                                                                                                                                     | Se actualizó su dirección de email                                                                                                                                                                     |     |               |                |                          |        | Appears if user updated their email address                                         |
|                                                             |   |   | Button (Primary)   | Manage Linked Cards                                                                                                                                                            | Manejar tarjetas vinculadas                                                                                                                                                                            |     |               |                |                          |        |                                                                                     |
|                                                             |   |   | Button (Secondary) | Link Another Card                                                                                                                                                              | Vincular otra tarjeta                                                                                                                                                                                  |     |               |                |                          |        | Appears if the user has not met or exceeded their maximum number of linked cards    |
| FUSION: CARD LINKING, LOCKOUT TAKEOVER                      |   |   |                    |                                                                                                                                                                                |                                                                                                                                                                                                        |     |               |                |                          |        |                                                                                     |
| D                                                           | T | M | ELEMENT            | COPY                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                         | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                               |
|                                                             |   |   | Heading            | Link Additional Cards                                                                                                                                                          | Vincular Tarjetas Adicionales                                                                                                                                                                          |     |               |                |                          |        |                                                                                     |
|                                                             |   |   | Text               | The information you entered does not match our records. Please re-enter your information in the fields below. For your protection, we cannot specify which field is incorrect. | La información que ingreseaste no coincide con nuestros registros. Vuelve a ingresar tu información en los campos a continuación. Para tu protección, no podemos especificar cuál campo es incorrecto. |     |               |                |                          |        | CIL Status Code: CIL_103                                                            |
| FUSION: CARD LINKING, LOCKOUT TAKEOVER FOR STATUS U (FRAUD) |   |   |                    |                                                                                                                                                                                |                                                                                                                                                                                                        |     |               |                |                          |        |                                                                                     |
| D                                                           | T | M | ELEMENT            | COPY                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                         | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                               |
|                                                             |   |   | Heading            | Link Additional Cards                                                                                                                                                          | Vincular Tarjetas Adicionales                                                                                                                                                                          |     |               |                |                          |        |                                                                                     |

|  |  |  |      |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                               |  |  |  |  |  |  |                                            |
|--|--|--|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--------------------------------------------|
|  |  |  | Copy | <p>For your protection, some of your account services have been disabled.</p> <p>For more information, please call [Customer Service Phone Number]</p> <p>TDD/TYY for the Hearing Impaired please contact: [TDD/TTY Phone Number]</p> | <p>Para tu protección, algunos servicios de tu cuenta han sido desactivados.</p> <p>Para obtener más información, llama al [Customer Service Phone Number]</p> <p>TDD/TTY para Personas con Deficiencias Auditivas, comunícarse a: [TDD/TTY Phone Number]</p> |  |  |  |  |  |  | For Account Status U (Fraud), Legal Status |
|--|--|--|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--------------------------------------------|



## Wireframe: Link Another Card Module - Confirm Paperless Statements Modal, Extra Small View

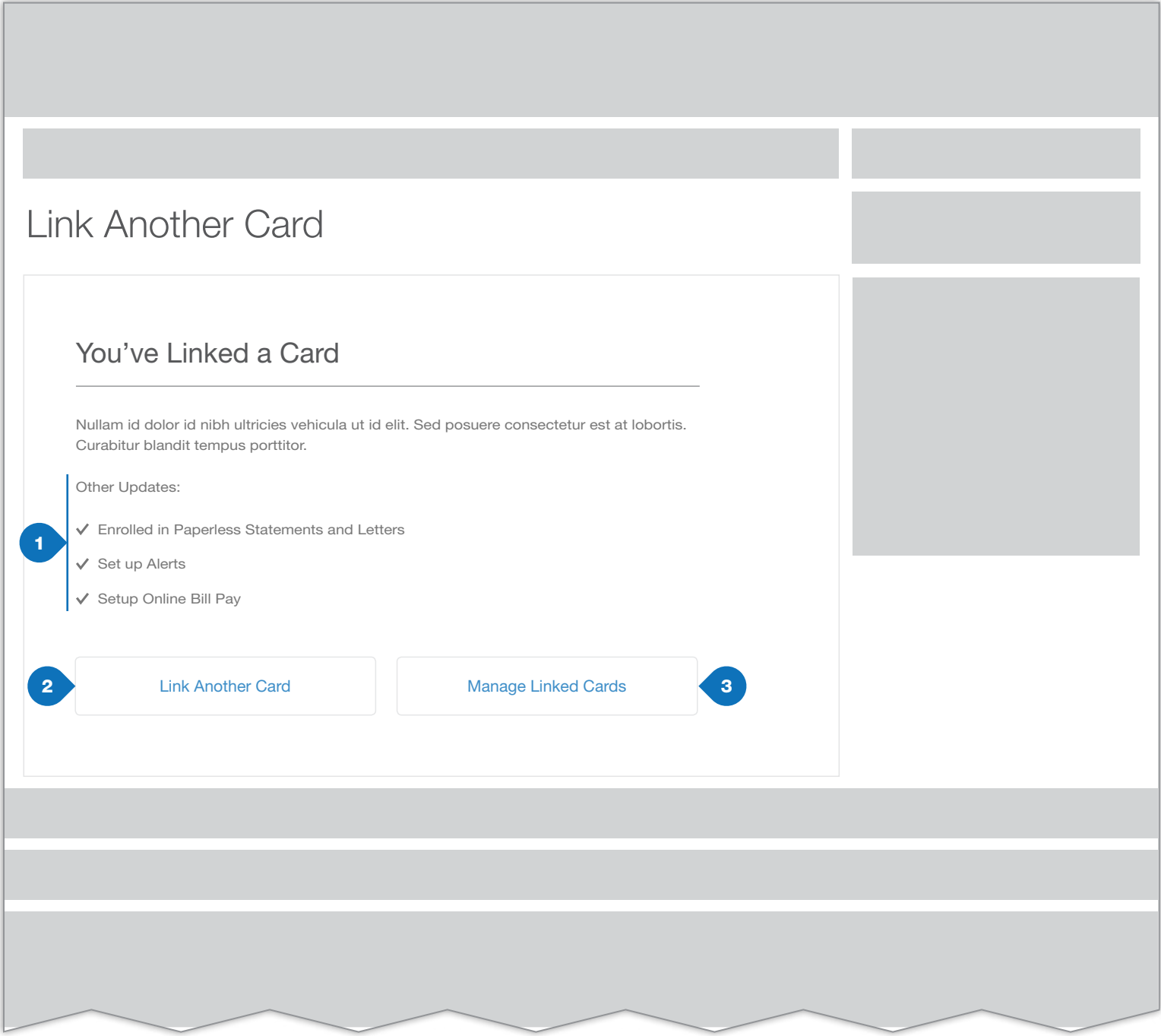


### Page Notes

Module Type: Transactional Module

This is the Confirm Paperless Statement Modal of the Link Another Card Module. Content and interactions are consistent across all breakpoints.

Wireframe: Link Another Card Module - Confirm, Large View



Page Notes

Module Type: Transactional Module

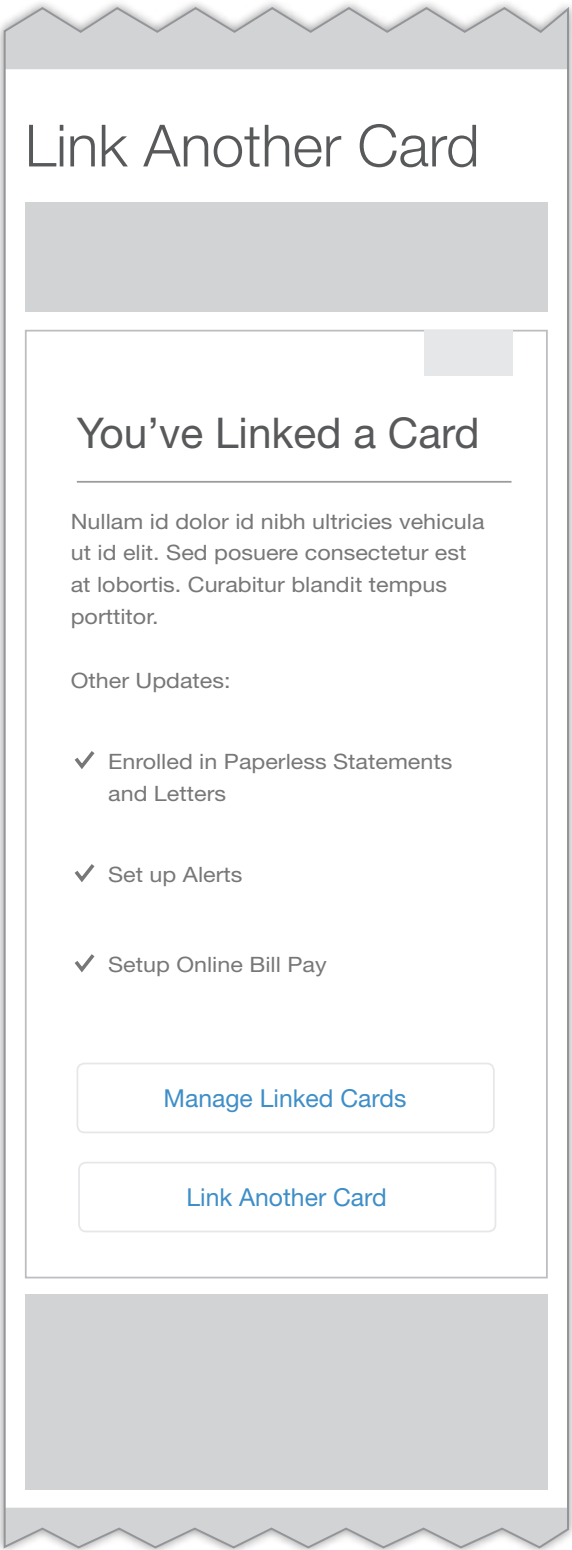
This is the Confirm view of the Link Another Card Module. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                    | Action                                                           | Notes                                                                                                                                                                         |
|-----|----------------------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Other Updates Text         | None                                                             | Other Updates Text is conditional. It does not appear if the user does not add preferences to their new linked card.                                                          |
| 2   | Link Another Card Button   | onClick displays the default view of the Add Linked Cards Module | See <i>Wireframe: Add Linked Cards Module, Large View</i><br><br>Link Another Card button is conditional and not displayed if the user has linked the maximum number of cards |
| 3   | Manage Linked Cards Button | onClick displays the Manage Linked Cards Module                  | See <i>Wireframe: Manage Linked Cards Module, Large View</i>                                                                                                                  |



Wireframe: Link Another Card Module - Confirm, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Confirm view of the Link Another Card Module. Content and interactions are consistent across all breakpoints.

| FUSION: CARD LINKING – PAGE TITLE |   |   |             |                                                    |                                      |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|-----------------------------------|---|---|-------------|----------------------------------------------------|--------------------------------------|-----|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------|
| D                                 | T | M | ELEMENT     | COPY                                               | COPY (SPANISH)                       | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                    | CMS ID | NOTES                                                                                 |
|                                   |   |   | Heading     | Link Another Card                                  | Vincular otra tarjeta                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Implement as page title module                                                        |
| FUSION: CARD LINKING              |   |   |             |                                                    |                                      |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
| D                                 | T | M | ELEMENT     | COPY                                               | COPY (SPANISH)                       | ADA | ADA (SPANISH) | ERROR MESSAGES                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                    | CMS ID | NOTES                                                                                 |
|                                   |   |   | Heading     | Enter Your Card Information                        | Ingresa la información de tu tarjeta |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        |                                                                                       |
|                                   |   |   | Field Label | Card Number                                        | Número de tarjeta                    |     |               | Client-Side Errors [Field Level]:<br><br>If invalid characters:<br>Please enter a valid Card Number using numbers only.<br><br>If blank or insufficient characters:<br>Please enter a valid Card Number. | Errores por parte del cliente:<br><br>Si los caracteres son inválidos:<br>Ingresa un Número de Tarjeta válido utilizando números solamente.<br><br>Si está en blanco o los caracteres son insuficientes:<br>Por favor, ingresa un Número de Tarjeta válido. |        |                                                                                       |
|                                   |   |   | Field Help  | Please enter the 16-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 16-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the 15-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 15-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the 14-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 14-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the 13-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 13-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the 12-digit credit card number.      | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with 12-digit card numbers.                    |
|                                   |   |   | Field Help  | Please enter the card number printed on your card. | (Translation needed.)                |     |               |                                                                                                                                                                                                          |                                                                                                                                                                                                                                                             |        | Conditional copy. Display for accounts with multiple card numbers in their portfolio. |

|  |  |  |               |                                 |                                       |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                           |  |                                    |
|--|--|--|---------------|---------------------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------|
|  |  |  | Field Label   | Name as It Appears on Your Card | Nombre tal como aparece en tu tarjeta |                                                                                                        |                                                                                                                       | Client-Side Errors [Field Level]:<br>Please enter the Name as It Appears on Your Card without using numbers. Certain special characters are not allowed.<br><br>If blank, or contains less than 2 characters:<br>Please enter the Name as It Appears on Your Card. | Errores por parte del cliente:<br>Ingresa el Nombre tal como aparece en tu tarjeta sin utilizar números. Algunos caracteres especiales no están permitidos.<br><br>Si está en blanco, o contiene menos de 2 caracteres: Ingresa el Nombre tal como aparece en tu tarjeta. |  | Open PRL item — Special characters |
|  |  |  | Field Label   | Security Code                   | Código de Seguridad                   | Enter your Security Code, a three or four digit number that appears on the front or back of your card. | Ingresa tu Código de Seguridad, un número de tres o cuatro dígitos que aparece en el frente o el dorso de tu tarjeta. | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter your Security Code.<br><br>If invalid formatting:<br>Please re-enter your Security Code. Your entry must have 3 or 4 numbers, and cannot contain letters or special characters.                 | Client-Side Errors [Field Level]:<br><br>If blank:<br>Ingresa tu Código de Seguridad.<br><br>If invalid formatting:<br>Vuelve a ingresar tu Código de Seguridad. La información ingresada debe tener 3 o 4 números y no puede contener letras ni caracteres especiales.   |  |                                    |
|  |  |  | Tool Tip Icon | [Tool tip Icon]                 |                                       | To open:<br>Open Security Code tooltip.                                                                | To open:<br>Abrir la sugerencia de la herramienta sobre Código de Seguridad.                                          |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                           |  |                                    |
|  |  |  | Link          | [X]                             |                                       | To close:<br>Close this tooltip.                                                                       | To close:<br>Cerrar esta sugerencia de la herramienta.                                                                |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                           |  |                                    |
|  |  |  | Tool Tip      | Security Code                   | Código de Seguridad                   |                                                                                                        |                                                                                                                       |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                           |  |                                    |

|  |  |  |              |                                                          |                                                                             |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|--|--|--|--------------|----------------------------------------------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Image        | (Image of Security Code)                                 |                                                                             | If you have a [Partner Name] American Express, your Security Code is a four digit number on the front of the card. If you have a [Partner Name] Credit Card, your Security Code is a three digit number on the back of the card. | Si tienes una tarjeta American Express de [Partner Name], tu Código de Seguridad es un número de cuatro dígitos que aparece en el frente de la tarjeta. Si tienes una Tarjeta de Crédito de [Partner Name], tu Código de Seguridad es un número de tres dígitos que aparece al dorso de la tarjeta. |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Tool Tip     | Don't have a security code on your card? Give us a call. | ¿No tienes un código de seguridad en tu tarjeta? Llámanos.                  |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Field Label  | Last 4 Digits of the Primary Cardholder's SSN            | Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     | Client-Side Errors [Field Level]:<br><br>If blank:<br>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number.<br><br>If invalid formatting<br>Please enter the Last 4 Digits of the Primary Cardholder's Social Security Number using numbers only. | Errores por parte del cliente:<br><br>Si está en blanco:<br>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal.<br><br>Si el formato del Cliente es inválido:<br>Ingresa los Últimos 4 Dígitos del Número de Seguro Social del Tarjetahabiente Principal utilizando números únicamente. |  |  |
|  |  |  | Field Label  | Nickname (Optional)                                      | Apodo (Opcional)                                                            |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     | Client-side Error [Field Level]:<br><br>If Account Nickname violates formatting rules:<br>Please enter a different Account Nickname.                                                                                                                                           | Errores por parte del cliente:<br>Ingresa un Apodo de la Cuenta diferente.                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Checkbox     | Set as default card                                      |                                                                             |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |
|  |  |  | Text Heading | About Card Linking                                       | Acerca de la Vinculación de Tarjetas                                        |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                              |  |  |

|  |  |  |                    |                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                        |                                             |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|--|--|--|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  |  |  | Text               | Any cards you link will be associated with the email address listed for your online account. Linking does not activate cards and the preferences you assign will not apply to all. You may manage individual card preferences when you sign on. | Cualquier tarjeta que vincules estará asociada con la dirección de email indicada para tu cuenta en línea. La vinculación no activa tarjetas y las preferencias que asignes no se aplicarán a todo. Puedes administrar las preferencias de tarjeta individuales cuando inicies sesión. |                                             |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|  |  |  | Button (Primary)   | Link Card                                                                                                                                                                                                                                       | Vincular tarjeta                                                                                                                                                                                                                                                                       | Link accounts and proceed to the next step. | Vincular cuentas y seguir con el próximo paso. | Server-Side Error Message [Module Level] (CIL error code 102):<br>The information you entered does not match our records. Please re-enter your information in the fields below. For your protection, we cannot specify which field is incorrect.<br><br>Client-side Error [Module Level]:<br><br>For invalid input:<br>Please select a card(s) to link.<br><br>Server-Side Error Messages [Module Level]:<br><br>If CVV indicates the card is expired (CIL error code 102, 5003):<br>Our records indicate that this card is expired. Please make sure your card is current, and enter the Last 3 Digits on Signature Panel.<br><br>If card has already been linked to the account (CIL error code 102, 5091):<br>You've already linked this card to your account. Please choose a new card to link. | Error por parte del servidor:<br>La información que ingresaste no coincide con nuestros registros. Vuelve a ingresar tu información en los campos a continuación. Para tu protección, no podemos especificar cuál campo es incorrecto.<br><br>Client-side Error [Module Level]:<br>Selecciona una o varias tarjetas para vincular.<br><br>Server-Side Error Message [Module Level]:<br><br>If CVV indicates the card is expired:<br>Nuestros registros indican que esta tarjeta ha vencido. Asegúrate de que tu tarjeta esté vigente, e ingresa los últimos 3 dígitos que figuran en el Recuadro para la Firma.<br><br>If card has already been linked to the account (CIL error code 102, 5091):<br>Ya has vinculado esta tarjeta a tu cuenta. Elige una nueva tarjeta para vincular. |  |  |
|  |  |  | Button (Secondary) | Cancel                                                                                                                                                                                                                                          | Cancelar                                                                                                                                                                                                                                                                               | Cancel linking my card.                     | Cancelar la vinculación de mi tarjeta.         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |

| FUSION: CARD LINKING, ACCOUNT SETTINGS |   |   |              |                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                                                                    |
|----------------------------------------|---|---|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|----------------------------------------------------------------------------------------------------|
| D                                      | T | M | ELEMENT      | COPY                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                              |
|                                        |   |   | Heading      | Personalize Your Card Settings                                                                                                                                                                       | Personalizar la configuración de tu tarjeta                                                                                                                                                                                                                        |     |               |                |                          |        |                                                                                                    |
|                                        |   |   | Dynamic Data | [Standard Product Name] Ending in [XXXX]                                                                                                                                                             | [Standard Product Name] Que termina en [XXXX]                                                                                                                                                                                                                      |     |               |                |                          |        |                                                                                                    |
|                                        |   |   | Sub-header   | Enroll in Paperless Statements and Letters                                                                                                                                                           | Inscríbete en el Programa Paperless Statements y Letters.                                                                                                                                                                                                          |     |               |                |                          |        | Appears if the user is not enrolled in Paperless Statements or Letters                             |
|                                        |   |   | Sub-header   | You're enrolled in Paperless Letters. Now add Paperless Statements.                                                                                                                                  | Te has inscrito en el Programa Paperless Letters. Ahora agrega Paperless Statements.                                                                                                                                                                               |     |               |                |                          |        | Appears if user is already enrolled in Paperless Letters                                           |
|                                        |   |   | Sub-header   | You're enrolled in Paperless Statements. Now add Paperless Letters.                                                                                                                                  | Te has inscrito en el Programa Paperless Statements. Ahora agrega Paperless Letters.                                                                                                                                                                               |     |               |                |                          |        | Appears if user is already enrolled in Paperless Statements                                        |
|                                        |   |   | Text         | Conveniently access your statements and letters online instead of by mail. Email notifications will be sent when your statements are ready to view, payments are due or a legal notice is available. | Accede cómodamente a tus estados de cuenta y tus cartas en línea en lugar de hacerlo por correo postal. Se te enviarán notificaciones por email cuando tus estados de cuenta estén listos para consultarlos, cuando venzan pagos o un aviso legal esté disponible. |     |               |                |                          |        |                                                                                                    |
|                                        |   |   | Checkbox     | Yes, enroll me in Paperless [Statements; Letters; Statements and Letters].                                                                                                                           | Sí, inscríbanme en el Programa Paperless [Statements; Letters; Statements y Letters].                                                                                                                                                                              |     |               |                |                          |        | Checkbox is preselected                                                                            |
|                                        |   |   | Copy         | By checking this box, you agree to the Terms and Conditions.                                                                                                                                         | Al marcar esta casilla, usted acepta los Términos y Condiciones.                                                                                                                                                                                                   |     |               |                |                          |        | Launches Terms and Conditions modal                                                                |
|                                        |   |   | Text         | Paperless email notifications will be sent to the following address:                                                                                                                                 | Se enviarán notificaciones de los programas Paperless por email a la siguiente dirección:                                                                                                                                                                          |     |               |                |                          |        |                                                                                                    |
|                                        |   |   | Text         | Email Address                                                                                                                                                                                        | Dirección de Email                                                                                                                                                                                                                                                 |     |               |                |                          |        | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox |



|  |  |  |              |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                       |                                     |                                                                                                                                                  |                                                                                                                                                                               |  |                                                                                                                                             |
|--|--|--|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------|
|  |  |  | Dynamic Data | [user@domain.com]                                                                                                                                                                                                                                                                                            | [user@domain.com]                                                                                                                                                                                                                                                                                                                                                                  |                       |                                     |                                                                                                                                                  |                                                                                                                                                                               |  | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox. Masking rules apply                     |
|  |  |  | Link         | Edit                                                                                                                                                                                                                                                                                                         | Editar                                                                                                                                                                                                                                                                                                                                                                             |                       |                                     |                                                                                                                                                  |                                                                                                                                                                               |  | Appears if the user has an email address on file and has checked the Paperless Enrollment checkbox. Reveals the email fields when clicked   |
|  |  |  | Field Label  | Email Address                                                                                                                                                                                                                                                                                                | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                 |                       |                                     | Client-Side Error [Field Level]:<br>If blank or invalid data entry:<br>Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si el ingreso de datos está en blanco o es inválido:<br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com. |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                        |
|  |  |  | Field Help   | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                       |                                     |                                                                                                                                                  |                                                                                                                                                                               |  | Field help text<br><br>Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit |
|  |  |  | Link         | Email Policy                                                                                                                                                                                                                                                                                                 | Normas sobre el Email                                                                                                                                                                                                                                                                                                                                                              | Email Address Policy. | Normas sobre la Dirección de Email. |                                                                                                                                                  |                                                                                                                                                                               |  | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit                        |

|                                   |   |   |                  |                                  |                                                |                                             |                                                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                                                                                                                      |
|-----------------------------------|---|---|------------------|----------------------------------|------------------------------------------------|---------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------|
|                                   |   |   | Field Label      | Confirm Email Address            | Confirmar Dirección de Email                   |                                             |                                                              | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br><br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com. |        | Appears if user does not have an email address on file, or if the user has an email address on file and chooses Edit |
|                                   |   |   | Image            | (Account Alerts Icon)            |                                                | Decorative Image, no alt tag needed.        |                                                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                                                                                                                      |
|                                   |   |   | Heading          | Set Up Alerts                    | Configurar Alertas sobre la Cuenta             |                                             |                                                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                                                                                                                      |
|                                   |   |   | Text             | Stay up-to-date on your account. | Mantente actualizado con respecto a tu cuenta. |                                             |                                                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        | Content does not display for S and XS.                                                                               |
|                                   |   |   | Text State       | [Checkmark] Added                | [Checkmark] Agregado                           | You are enrolled to receive Account Alerts. | Estás inscrito para recibir Alertas sobre la Cuenta          |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        | Conditional content that appears after the user has set up alerts                                                    |
|                                   |   |   | Image            | (Online Bill Pay Icon)           | (Online Bill Pay Icon)                         | Decorative Image, no alt tag needed.        |                                                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                                                                                                                      |
|                                   |   |   | Heading          | Set Up Online Bill Pay           | Configurar Pago de Facturas en Línea           |                                             |                                                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                                                                                                                      |
|                                   |   |   | Text             | Add a payment source.            | Agregar una fuente de pago                     |                                             |                                                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        | Content does not display for S and XS.                                                                               |
|                                   |   |   | Text state       | [Checkmark] Added                | [Marca de selección] Agregado                  | You are enrolled in Online Bill Pay.        | Estás inscrito en Pago de Facturas en Línea.                 |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        | Conditional content that appears after the user has set up online bill pay                                           |
|                                   |   |   | Button (Primary) | Next                             | Siguiente                                      | Continue to next step of card linking.      | Continuar al siguiente paso de la vinculación de la tarjeta. |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                                                                                                                      |
| FUSION: CARD LINKING, ALERTS FLOW |   |   |                  |                                  |                                                |                                             |                                                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        |                                                                                                                      |
| D                                 | T | M | ELEMENT          | COPY                             | COPY (SPANISH)                                 | ADA                                         | ADA (SPANISH)                                                | ERROR MESSAGES                                                                                                                                                                                                                                                                           | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                        | CMS ID | NOTES                                                                                                                |
|                                   |   |   | Link             | < CARD SETTINGS                  | < CONFIGURACIÓN DE LA TARJETA                  | Return to Card Settings.                    | Regresar a la configuración de la tarjeta.                   |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |        | This link appears at the top of Alerts page when user chooses these options from the card linking page.              |



| FUSION: CARD LINKING, ONLINE BILL PAY FLOW |   |   |         |                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                           |                          |                                            |                |                          |        |                                                                                                                     |
|--------------------------------------------|---|---|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------------------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------------------------------------------|
| D                                          | T | M | ELEMENT | COPY                                                                                                                                                                                                                                              | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                            | ADA                      | ADA (SPANISH)                              | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                               |
|                                            |   |   | Link    | < CARD SETTINGS                                                                                                                                                                                                                                   | < CONFIGURACIÓN DE LA TARJETA                                                                                                                                                                                                                                                                                                             | Return to Card Settings. | Regresar a la configuración de la tarjeta. |                |                          |        | This link appears at the top of the Online Bill Pay page when user chooses these options from the card linking page |
|                                            |   |   | Header  | Enter Payment Source Information                                                                                                                                                                                                                  | Ingresa la información sobre la fuente de pago                                                                                                                                                                                                                                                                                            |                          |                                            |                |                          |        | This Header replaces “Enter Payment Information” header in existing content                                         |
| FUSION: CARD LINKING, PAPERLESS MODAL      |   |   |         |                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                           |                          |                                            |                |                          |        |                                                                                                                     |
| D                                          | T | M | ELEMENT | COPY                                                                                                                                                                                                                                              | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                            | ADA                      | ADA (SPANISH)                              | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                               |
|                                            |   |   | Heading | Paperless Terms & Conditions                                                                                                                                                                                                                      | Términos y condiciones del programa Paperless                                                                                                                                                                                                                                                                                             |                          |                                            |                |                          |        |                                                                                                                     |
|                                            |   |   | Text    | To enroll in paperless for this credit account, start by reading the terms and conditions below. By clicking CONFIRM below, you are agreeing to receive your statements electronically only and legal notices (as available) electronically only. | Para inscribirse en el Programa Paperless para esta cuenta de crédito, comience por leer los términos y condiciones a continuación. Al hacer clic en CONFIRMAR a continuación, usted acepta recibir sus estados de cuenta en forma electrónica únicamente y los avisos legales (según estén disponibles) en forma electrónica únicamente. |                          |                                            |                |                          |        |                                                                                                                     |
|                                            |   |   | Heading | Enrollment in Credit Card Paperless Statements and Letters                                                                                                                                                                                        | Inscripción en los Programas Paperless Statements y Letters para tarjetas de crédito                                                                                                                                                                                                                                                      |                          |                                            |                |                          |        |                                                                                                                     |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | <p>We send cardmembers various types of legal notices, including notices of increases or decreases in credit lines, privacy notices, account updates and statements. Currently, we can provide some of these legal notices, including statements, electronically. We are working towards being able to provide all of these legal notices electronically. When we are able to provide all legal notices electronically, we will notify you by email. In the meantime, if you choose to receive legal notices electronically, you will need to monitor both your U.S. postal mailbox and your email inbox for legal notices.</p> <p>To receive your legal notices electronically, your computer must be capable of printing or storing email, web pages and documents in PDF format and your browser must meet minimum system requirements.</p> | <p>Les enviamos a los tarjetahabientes varios tipos de avisos legales, incluidos avisos de aumentos o disminuciones en las líneas de crédito, avisos de privacidad, información actualizada sobre la cuenta y estados de cuenta. Actualmente, podemos proporcionar algunos de estos avisos legales, incluidos los estados de cuenta, en forma electrónica. Estamos trabajando para poder proporcionar todos estos avisos legales en forma electrónica. Cuando podamos proporcionar todos los avisos legales en forma electrónica, te lo notificaremos por correo electrónico. Mientras tanto, si opta por recibir los avisos legales en forma electrónica, deberá controlar tanto su buzón de correo postal de los EE.UU. como su bandeja de entrada de correo electrónico para verificar si contienen avisos legales.</p> |  |  |  |  |  |  |
|  |  |  | Heading | Minimum System Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Requisito mínimo del sistema                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|  |  |  | Text    | <p>Your privacy and security are important to us. That's why we require you to use a browser with 128-bit security encryption to proceed with your application. This protection helps to ensure that the information you send and receive will remain confidential.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>Su privacidad y seguridad son importantes para nosotros. Es por eso que le solicitamos que utilice un explorador con una codificación de seguridad de 128 bits para seguir adelante con su solicitud. Esta protección ayuda a garantizar que la información que envíe y reciba se mantenga con carácter confidencial.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|  |  |  | Heading | Getting Paper Copies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Obtener copias impresas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |  |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |  |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text    | If you choose to receive legal notices and statements electronically and then want a paper notice, call us at the number on the back of your card and we will mail it to you.                                                                                                                                                                        | Si opta por recibir avisos legales y estados de cuenta en forma electrónica y luego desea obtener un aviso impreso, llámenos al número que figura al dorso de su tarjeta y se lo enviaremos por correo.                                                                                                                                                                                                                       |  |  |  |  |  |  |
|  |  |  | Heading | Cancelling Paperless Statements and Letters                                                                                                                                                                                                                                                                                                          | Cancelación de los Programas Paperless Statements y Letters                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |  |
|  |  |  | Text    | You may cancel in Account Online or by calling us at the number on the back of your card.                                                                                                                                                                                                                                                            | Puede cancelar el servicio en Account Online o llamándonos al número de teléfono que figura al dorso de su tarjeta.                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  |
|  |  |  | Heading | Updating Email Address                                                                                                                                                                                                                                                                                                                               | Actualización de su dirección de email                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  |
|  |  |  | Text    | We'll send notifications regarding the availability of your statement online and legal notices to that address until you contact us to change it. It is your responsibility to update promptly any changes in this information. If your email address changes, please update it in Account Online or call us at the number on the back of your card. | Le enviaremos notificaciones con respecto a la disponibilidad de su estado de cuenta en línea y de los avisos legales a esa dirección hasta que usted se comunique con nosotros para que la cambiemos. Es su responsabilidad actualizar de inmediato cualquier cambio en esta información. Si su dirección de email cambia, actualícela en Account Online o llámenos al número de teléfono que figura al dorso de su tarjeta. |  |  |  |  |  |  |
|  |  |  | Heading | Credit Card Paperless Statements and Letters Authorization                                                                                                                                                                                                                                                                                           | Autorización para los Programas Paperless Statements y Letters para Tarjetas de Crédito                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |

|                                   |   |   |              |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                     |                                                                                |                |                          |        |                                                                                                     |
|-----------------------------------|---|---|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------|
|                                   |   |   | Text         | By clicking CONFIRM, I agree to receive my billing statements and other legal notices electronically as available. I understand that when I receive an electronic notice it will replace a paper copy. I also understand that I will need to check both my U.S. postal mailbox and email inbox for legal notices until you let me know by email that all legal notices will be sent electronically. | Al hacer clic en CONFIRMAR, acepto recibir mis estados de facturación y otros avisos legales en forma electrónica según estén disponibles. Comprendo que cuando reciba un aviso electrónico, éste reemplazará a la copia impresa. También comprendo que deberé revisar tanto mi buzón de correo postal de los EE.UU. como la bandeja de entrada de mi correo electrónico para verificar la llegada de avisos legales hasta que ustedes me comuniquen por correo electrónico que todos los avisos legales serán enviados por vía electrónica. |                                                                     |                                                                                |                |                          |        |                                                                                                     |
|                                   |   |   | Button       | Cancel                                                                                                                                                                                                                                                                                                                                                                                              | Cancelar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Cancel and return to Preferences.                                   | Cancelar y regresar a Preferencias                                             |                |                          |        | Buttons do not appear when the user launches this modal from the Terms and Conditions checkbox link |
|                                   |   |   | Button       | Confirm                                                                                                                                                                                                                                                                                                                                                                                             | Confirmar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Accept Paperless Statements & Letters and continue to confirmation. | Aceptar el Programa Paperless Statements y Letters y continuar para confirmar. |                |                          |        | Buttons do not appear when the user launches this modal from the Terms and Conditions checkbox link |
| FUSION: CARD LINKING CONFIRMATION |   |   |              |                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                     |                                                                                |                |                          |        |                                                                                                     |
| D                                 | T | M | ELEMENT      | COPY                                                                                                                                                                                                                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ADA                                                                 | ADA (SPANISH)                                                                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                               |
|                                   |   |   | Heading      | You've Linked a Card                                                                                                                                                                                                                                                                                                                                                                                | Has vinculado una tarjeta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                     |                                                                                |                |                          |        |                                                                                                     |
|                                   |   |   | Dynamic Text | You can start managing [Card Name] Ending in [XXXX] immediately.                                                                                                                                                                                                                                                                                                                                    | Puedes comenzar a manejar la [nombre de la tarjeta] Que termina en [XXXX] de inmediato.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                     |                                                                                |                |                          |        |                                                                                                     |
|                                   |   |   | Text         | Other updates:                                                                                                                                                                                                                                                                                                                                                                                      | Otras actualizaciones:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                     |                                                                                |                |                          |        | Appears if user added Paperless                                                                     |

|                                                             |   |   |                    |                                                                                                                                                                                |                                                                                                                                                                                                       |                                          |                                              |                |                          |        |                                                                                     |
|-------------------------------------------------------------|---|---|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|----------------------------------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------|
|                                                             |   |   | Checkmark Image    |                                                                                                                                                                                |                                                                                                                                                                                                       | (Decorative image, no alt text required) | Imagen decorativa, no se requiere texto alt. |                |                          |        | Appears if user enrolled in Paperless                                               |
|                                                             |   |   | Dynamic Text       | Enrolled in Paperless [Statements, Letters, Statements and Letters]                                                                                                            | Se inscribió en el Programa Paperless [Statements, Letters, Statements y Letters]                                                                                                                     |                                          |                                              |                |                          |        | Appears if user enrolled in Paperless, but was previous enrolled in neither service |
|                                                             |   |   | Dynamic Text       | Enrolled in Online Bill Pay                                                                                                                                                    | Inscrito en el Programa Online Bill Pay                                                                                                                                                               |                                          |                                              |                |                          |        |                                                                                     |
|                                                             |   |   | Dynamic Text       | Enrolled in Alerts                                                                                                                                                             | Inscrito en Mensajes de Alerta                                                                                                                                                                        |                                          |                                              |                |                          |        |                                                                                     |
|                                                             |   |   | Dynamic Text       | Updated your email address                                                                                                                                                     | Se actualizó su dirección de email                                                                                                                                                                    |                                          |                                              |                |                          |        | Appears if user updated their email address                                         |
|                                                             |   |   | Button (Primary)   | Manage Linked Cards                                                                                                                                                            | Manejar tarjetas vinculadas                                                                                                                                                                           |                                          |                                              |                |                          |        |                                                                                     |
|                                                             |   |   | Button (Secondary) | Link Another Card                                                                                                                                                              | Vincular otra tarjeta                                                                                                                                                                                 |                                          |                                              |                |                          |        | Appears if the user has not met or exceeded their maximum number of linked cards    |
| FUSION: CARD LINKING, LOCKOUT TAKEOVER                      |   |   |                    |                                                                                                                                                                                |                                                                                                                                                                                                       |                                          |                                              |                |                          |        |                                                                                     |
| D                                                           | T | M | ELEMENT            | COPY                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                        | ADA                                      | ADA (SPANISH)                                | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                               |
|                                                             |   |   | Heading            | Link Additional Cards                                                                                                                                                          | Vincular Tarjetas Adicionales                                                                                                                                                                         |                                          |                                              |                |                          |        |                                                                                     |
|                                                             |   |   | Text               | The information you entered does not match our records. Please re-enter your information in the fields below. For your protection, we cannot specify which field is incorrect. | La información que ingresaste no coincide con nuestros registros. Vuelve a ingresar tu información en los campos a continuación. Para tu protección, no podemos especificar cuál campo es incorrecto. |                                          |                                              |                |                          |        | CIL Status Code: CIL_103                                                            |
| FUSION: CARD LINKING, LOCKOUT TAKEOVER FOR STATUS U (FRAUD) |   |   |                    |                                                                                                                                                                                |                                                                                                                                                                                                       |                                          |                                              |                |                          |        |                                                                                     |
| D                                                           | T | M | ELEMENT            | COPY                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                        | ADA                                      | ADA (SPANISH)                                | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                               |
|                                                             |   |   | Heading            | Link Additional Cards                                                                                                                                                          | Vincular Tarjetas Adicionales                                                                                                                                                                         |                                          |                                              |                |                          |        |                                                                                     |

|  |  |  |      |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                               |  |  |  |  |  |  |                                            |
|--|--|--|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--------------------------------------------|
|  |  |  | Copy | <p>For your protection, some of your account services have been disabled.</p> <p>For more information, please call [Customer Service Phone Number]</p> <p>TDD/TYY for the Hearing Impaired please contact: [TDD/TTY Phone Number]</p> | <p>Para tu protección, algunos servicios de tu cuenta han sido desactivados.</p> <p>Para obtener más información, llama al [Customer Service Phone Number]</p> <p>TDD/TTY para Personas con Deficiencias Auditivas, comunicarse a: [TDD/TTY Phone Number]</p> |  |  |  |  |  |  | For Account Status U (Fraud), Legal Status |
|--|--|--|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--------------------------------------------|



Fusion 7 White Label Standard

# Help & Contact Landing Page

Wireframes: Help & Contact Landing Page, Large & Extra Small View

Header

Menu

I Want To

Page Title

Card Selector

FAQ Summary

Service Request

Contact Information

Secure Message Summary

Contact Us

Language Selector

Footer

Header

Menu

Page Title

Card Selector

FAQ Summary

Contact Information

Secure Message Summary

Service Request

Service Request

Contact Us

Language Selector

Footer



Fusion 7 White Label Standard

# FAQ Summary Module

## Frequently Asked Questions

## Payments

## Statements

## Profile

## Account Management

## Account Information

Wireframe: FAQ Summary Module, Extra Small View

Help & Contact

Frequently Asked Questions

Lorem ipsum dolor sit amet, consectetur adipiscing elit. [Sed condimentum, turpis](#) a pretium lacinia, magna ante lobortis metus, at molestie elit mi quis risus.

Payments

>

Statements

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Profile

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Account Management

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Account Information

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Page Notes

Module Type: Informational Module

This is the FAQ Summary Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| FUSION: FAQ MODULE |   |   |         |                                                                                                                                       |                                                                                                                                                                  |     |               |                |                          |        |       |
|--------------------|---|---|---------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------|
| D                  | T | M | ELEMENT | COPY                                                                                                                                  | COPY (SPANISH)                                                                                                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                    |   |   | Heading | Frequently Asked Questions                                                                                                            | Preguntas frecuentes                                                                                                                                             |     |               |                |                          |        |       |
|                    |   |   | Text    | Have questions? Find quick answers by selecting a topic below or browse our <a href="#">full list of frequently asked questions</a> . | ¿Tienes preguntas? Encuentra respuestas rápidas seleccionando un tema a continuación o consulta nuestra <a href="#">lista completa de preguntas frecuentes</a> . |     |               |                |                          |        |       |
|                    |   |   | Link    | <a href="#">Payments</a>                                                                                                              | <a href="#">Pagos</a>                                                                                                                                            |     |               |                |                          |        |       |
|                    |   |   | Link    | <a href="#">Profile</a>                                                                                                               | <a href="#">Perfil</a>                                                                                                                                           |     |               |                |                          |        |       |
|                    |   |   | Link    | <a href="#">Account Information</a>                                                                                                   | <a href="#">Información de la cuenta</a>                                                                                                                         |     |               |                |                          |        |       |
|                    |   |   | Link    | <a href="#">Statements</a>                                                                                                            | <a href="#">Estados de cuenta</a>                                                                                                                                |     |               |                |                          |        |       |
|                    |   |   | Link    | <a href="#">Account Management</a>                                                                                                    | <a href="#">Manejo de la cuenta</a>                                                                                                                              |     |               |                |                          |        |       |

Fusion 7 White Label Standard

# FAQ Library Module

1 < HELP & CONTACT

## Payments

Etquasi &gt;

Sedtupe >

Nemo Ipsum >

Voluptan >

Aut Fugit &gt;

Sed Quia >

## Profile

Etquasi &gt;

Sedtupe >

Nemo Ipsum >

## Account Information

Etquasi &gt;

Sedtupe >

Nemo Ipsum >



2

2

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| Key | Element             | Action                                    | Notes                                                                       |
|-----|---------------------|-------------------------------------------|-----------------------------------------------------------------------------|
| 1   | Help & Contact Link | onClick opens Help & Contact Landing page |                                                                             |
| 2   | FAQ Topic Link      | onClick opens FAQ Subtopic page           | See Wireframe: FAQ Library Module - Subtopic, Question Expanded, Large View |
| 3   | Help Module         | None                                      | The FAQ Dropdown within the Help Module is hidden on this page.             |



Wireframe: FAQ Library Module - All Topics, Extra Small View

Frequently Asked Questions

< HELP & CONTACT

All FAQ Topics

Payments

Etquasi

Sedtupe

Nemo Ipsum

Voluptan

Aut Fugit

Sed Quia

Profile

Etquasi

Sedtupe

Statements

Etquasi

Sedtupe

Nemo Ipsum

Account Management

Etquasi

Sedtupe

Nemo Ipsum

Aut Fugit

Sed Quia

Sedtupe

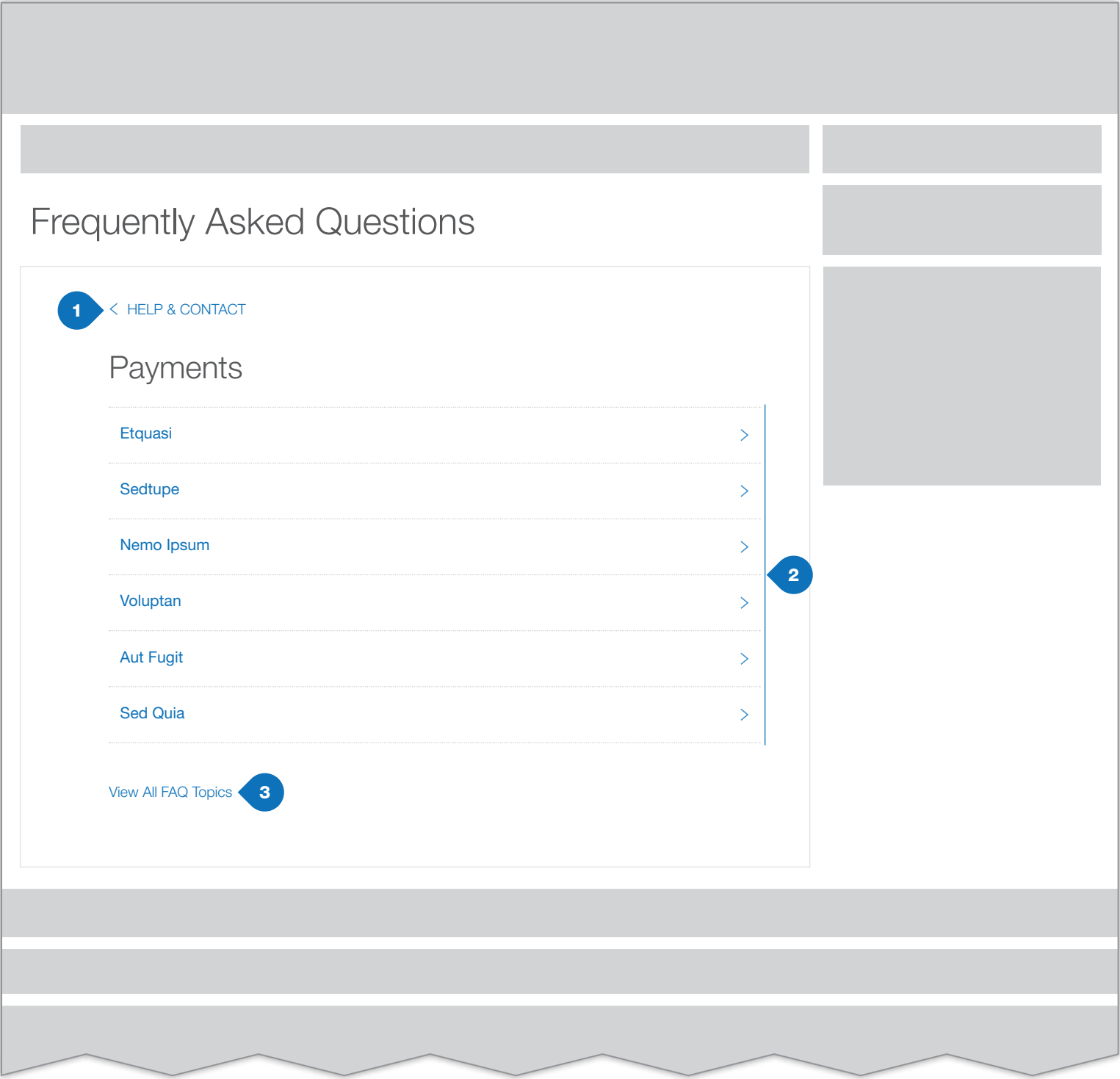
Nemo Ipsum

Voluptan

Page Notes

Module Type: Informational Module

This is the FAQ Library Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



Page Notes

Module Type: Informational Module

This is the Topic view of the FAQ Library Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element              | Action                                        | Notes                                                                       |
|-----|----------------------|-----------------------------------------------|-----------------------------------------------------------------------------|
| 1   | Help & Contact Link  | onClick opens Help & Contact Landing Page     |                                                                             |
| 2   | Subtopic Link        | onClick displays Subtopic page                | See Wireframe: FAQ Library Module - Subtopic, Question Expanded, Large View |
| 3   | View All Topics Link | onClick opens FAQ Library Module - All Topics | See Wireframe: FAQ Library Module - All Topics, Large View                  |



Wireframe: FAQ Library Module – Topic, Extra Small View

Frequently Asked Questions

< HELP & CONTACT

Payments

Etquasi

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Sedtupe

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Nemo Ipsum

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Voluptan

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Aut Fugit

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View All FAQ Topics

Page Notes

Module Type: Informational Module

This is the Topic view of the FAQ Library module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

1 < PAYMENT TOPICS

Nam libero tempore, soluta nobis?



Nam libero tempore, soluta nobis?



Nam libero tempore, soluta nobis?

Eligendi optio cumque nihil impedit quo minus id quod maxime placeat  
facere possimus, omnis voluptas assumenda est, omnis dolor repellendus.  
Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus  
saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae.

2

Nam libero tempore, soluta nobis?



Nam libero tempore, soluta nobis?



Nam libero tempore, soluta nobis?



Nam libero tempore, soluta nobis?



Nam libero tempore, soluta nobis?



Nam libero tempore, soluta nobis?

[View All FAQ Topics](#)

| Key | Element              | Action                                            | Notes                                                             |
|-----|----------------------|---------------------------------------------------|-------------------------------------------------------------------|
| 1   | Payment Topic Link   | onClick displays parent topic page                |                                                                   |
| 2   | “+ / - “ Link        | onClick displays answer, click again hides answer |                                                                   |
| 3   | View All Topics Link | onClick displays FAQ Library Module - All Topics  | See <i>Wireframe: FAQ Library Module - All Topics, Large View</i> |

Wireframe: FAQ Library Module – Subtopic, Question Expanded, Extra Small View

Frequently Asked Questions

< PAYMENT TOPICS

Making a Payment

Nam libero tempore, soluta nobis?

+

.....

What is a promotional balance?

+

.....

Nam libero tempore, soluta nobis?

—

Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae.

.....

Nam libero tempore, soluta nobis?

+

.....

Nam libero tempore, soluta nobis?

+

.....

Nam libero tempore, soluta nobis?

+

.....

View All FAQ Topics

Page Notes

Module Type: Informational Module

This is the Subtopic Expanded view of the FAQ Library module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| FUSION: FAQ CENTER PAGE TITLE |   |   |            |                                         |                                                        |                                |                                      |                |                          |        |                                      |
|-------------------------------|---|---|------------|-----------------------------------------|--------------------------------------------------------|--------------------------------|--------------------------------------|----------------|--------------------------|--------|--------------------------------------|
| D                             | T | M | ELEMENT    | COPY                                    | COPY (SPANISH)                                         | ADA                            | ADA (SPANISH)                        | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                |
|                               |   |   | Page Title | Frequently Asked Questions              | Preguntas frecuentes                                   |                                |                                      |                |                          |        |                                      |
| FUSION: FAQ LIBRARY           |   |   |            |                                         |                                                        |                                |                                      |                |                          |        |                                      |
| D                             | T | M | ELEMENT    | COPY                                    | COPY (SPANISH)                                         | ADA                            | ADA (SPANISH)                        | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                |
|                               |   |   | Link       | <a href="#">HELP &amp; CONTACT</a>      | <a href="#">AYUDA Y CONTACTO</a>                       | Return to Help & Contact page. | Volver a la página Ayuda y Contacto. |                |                          |        | Returns user to HELP & CONTACT page. |
|                               |   |   | Header     | All FAQ Topics                          | Todos los temas de las Preguntas frecuentes.           |                                |                                      |                |                          |        |                                      |
|                               |   |   | Topic      | Payments                                | Pagos                                                  |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Making a Payment</a>        | <a href="#">Efectuar un pago</a>                       |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Payment Sources</a>         | <a href="#">Fuentes de pago</a>                        |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">AutoPay</a>                 | <a href="#">AutoPay</a>                                |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Promotional Payments</a>    | <a href="#">Pagos promocionales</a>                    |                                |                                      |                |                          |        |                                      |
|                               |   |   | Topic      | Profile                                 | Perfil                                                 |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Contact Information</a>     | <a href="#">Información de contacto</a>                |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Email Communications</a>    | <a href="#">Comunicaciones por email</a>               |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">User ID and Password</a>    | <a href="#">Identificación de usuario y contraseña</a> |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Security Questions</a>      | <a href="#">Preguntas de seguridad</a>                 |                                |                                      |                |                          |        |                                      |
|                               |   |   | Topic      | Account Information                     | Información de la cuenta                               |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Secure Messages</a>         | <a href="#">Mensajes seguros</a>                       |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">My Documents</a>            | <a href="#">Mis documentos</a>                         |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Registration</a>            | <a href="#">Inscripción</a>                            |                                |                                      |                |                          |        |                                      |
|                               |   |   | Topic      | Statements                              | Estados de cuenta                                      |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Statements</a>              | <a href="#">Estados de cuenta</a>                      |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Promotional Balances</a>    | <a href="#">SalDOS promocionales</a>                   |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Paperless Statements</a>    | <a href="#">Programa Paperless Statements</a>          |                                |                                      |                |                          |        |                                      |
|                               |   |   | Topic      | Account Management                      | Manejo de la cuenta                                    |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Disputing a Charge</a>      | <a href="#">Disputar un cargo</a>                      |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Lost or Stolen Cards</a>    | <a href="#">Tarjetas perdidas o robadas</a>            |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Replacement Cards</a>       | <a href="#">Tarjetas de reemplazo</a>                  |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Increasing Credit Limit</a> | <a href="#">Aumento del límite de crédito</a>          |                                |                                      |                |                          |        |                                      |
|                               |   |   | Link       | <a href="#">Account Alerts</a>          | <a href="#">Mensajes de alerta sobre la cuenta</a>     |                                |                                      |                |                          |        |                                      |

|                                              |   |   |         |                      |                                                 |                                |                                      |                |                          |        |                                      |
|----------------------------------------------|---|---|---------|----------------------|-------------------------------------------------|--------------------------------|--------------------------------------|----------------|--------------------------|--------|--------------------------------------|
|                                              |   |   | Link    | Paperless Settings   | Configuración del Programa Paperless            |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Authorized Users     | Usuarios Autorizados                            |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Manage Cards         | Manejar tarjetas                                |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Income Information   | Información sobre ingresos                      |                                |                                      |                |                          |        |                                      |
| FUSION: FAQ TOPIC PAGE – PAYMENTS            |   |   |         |                      |                                                 |                                |                                      |                |                          |        |                                      |
| D                                            | T | M | ELEMENT | COPY                 | COPY (SPANISH)                                  | ADA                            | ADA (SPANISH)                        | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                |
|                                              |   |   | Link    | HELP & CONTACT       | AYUDA Y CONTACTO                                | Return to Help & Contact page. | Volver a la página Ayuda y Contacto. |                |                          |        | Returns user to HELP & CONTACT page. |
|                                              |   |   | Header  | Payments             | Pagos                                           |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Making a Payment     | Efectuar un pago                                |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Payment Sources      | Fuentes de pago                                 |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | AutoPay              | AutoPay                                         |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Promotional Payments | Pagos promocionales                             |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | View All FAQ Topics  | Ver todos los temas de las Preguntas frecuentes |                                |                                      |                |                          |        | Returns user to FAQ Library.         |
| FUSION: FAQ TOPIC PAGE – PROFILE             |   |   |         |                      |                                                 |                                |                                      |                |                          |        |                                      |
| D                                            | T | M | ELEMENT | COPY                 | COPY (SPANISH)                                  | ADA                            | ADA (SPANISH)                        | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                |
|                                              |   |   | Link    | HELP & CONTACT       | AYUDA Y CONTACTO                                | Return to Help & Contact page. | Volver a la página Ayuda y Contacto. |                |                          |        | Returns user to HELP & CONTACT page. |
|                                              |   |   | Header  | Profile              | Perfil                                          |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Contact Information  | Información de contacto                         |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Email Communications | Comunicaciones por email                        |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | User ID and Password | Identificación de usuario y contraseña          |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Security Questions   | Preguntas de seguridad                          |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | View All FAQ Topics  | Ver todos los temas de las Preguntas frecuentes |                                |                                      |                |                          |        | Returns user to FAQ Library.         |
| FUSION: FAQ TOPIC PAGE – ACCOUNT INFORMATION |   |   |         |                      |                                                 |                                |                                      |                |                          |        |                                      |
| D                                            | T | M | ELEMENT | COPY                 | COPY (SPANISH)                                  | ADA                            | ADA (SPANISH)                        | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                |
|                                              |   |   | Link    | HELP & CONTACT       | AYUDA Y CONTACTO                                | Return to Help & Contact page. | Volver a la página Ayuda y Contacto. |                |                          |        | Returns user to HELP & CONTACT page. |
|                                              |   |   | Header  | Account Information  | Información de la cuenta                        |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Secure Messages      | Mensajes seguros                                |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | My Documents         | Mis documentos                                  |                                |                                      |                |                          |        |                                      |
|                                              |   |   | Link    | Registration         | Inscripción                                     |                                |                                      |                |                          |        |                                      |

|                                           |   |   |         |                         |                                                 |                                |                                      |                |                          |        |                                      |
|-------------------------------------------|---|---|---------|-------------------------|-------------------------------------------------|--------------------------------|--------------------------------------|----------------|--------------------------|--------|--------------------------------------|
|                                           |   |   | Link    | View All FAQ Topics     | Ver todos los temas de las Preguntas frecuentes |                                |                                      |                |                          |        | Returns user to FAQ Library.         |
| FUSION: FAQ TOPIC PAGE—STATEMENTS         |   |   |         |                         |                                                 |                                |                                      |                |                          |        |                                      |
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|                                           |   |   | Link    | HELP & CONTACT          | AYUDA Y CONTACTO                                | Return to Help & Contact page. | Volver a la página Ayuda y Contacto. |                |                          |        | Returns user to HELP & CONTACT page. |
|                                           |   |   | Header  | Statements              | Estados de cuenta                               |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Statements              | Estados de cuenta                               |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Promotional Balances    | Saldos promocionales                            |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Paperless Statements    | Programa Paperless Statements                   |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | View All FAQ Topics     | Ver todos los temas de las Preguntas frecuentes |                                |                                      |                |                          |        | Returns user to FAQ Library.         |
| FUSION: FAQ TOPIC PAGE—ACCOUNT MANAGEMENT |   |   |         |                         |                                                 |                                |                                      |                |                          |        |                                      |
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|                                           |   |   | Link    | HELP & CONTACT          | AYUDA Y CONTACTO                                | Return to Help & Contact page. | Volver a la página Ayuda y Contacto. |                |                          |        | Returns user to HELP & CONTACT page. |
|                                           |   |   | Header  | Account Management      | Manejo de la cuenta                             |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Disputing a Charge      | Disputar un cargo                               |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Lost or Stolen Cards    | Tarjetas perdidas o robadas                     |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Replacement Cards       | Tarjetas de reemplazo                           |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Increasing Credit Limit | Aumento del límite de crédito                   |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Account Alerts          | Mensajes de alerta sobre la cuenta              |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Paperless Settings      | Configuración del Programa Paperless            |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Authorized Users        | Usuarios Autorizados                            |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Manage Cards            | Manejar tarjetas                                |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | Income Information      | Información sobre ingresos                      |                                |                                      |                |                          |        |                                      |
|                                           |   |   | Link    | View All FAQ Topics     | Ver todos los temas de las Preguntas frecuentes |                                |                                      |                |                          |        | Returns user to FAQ Library.         |
| FUSION: FAQ SUB-TOPIC PAGE                |   |   |         |                         |                                                 |                                |                                      |                |                          |        |                                      |
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|                                           |   |   | Link    | [TOPIC]                 | [TEMA]                                          |                                |                                      |                |                          |        | Returns user to Topics page.         |
|                                           |   |   | Header  | [Sub-Topic]             | [Subtema]                                       |                                |                                      |                |                          |        |                                      |



|                         |   |   |         |                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        |                                                                  |
|-------------------------|---|---|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------|
|                         |   |   | Text    | [FAQ]                                                                                                                                                                                                                                                                                           | [Preguntas frecuentes]                                                                                                                                                                                                                                                                                                        |     |               |                |                          |        | Repeats for each FAQ in the sub-topic.                           |
|                         |   |   | Icon    | [Expand Icon]                                                                                                                                                                                                                                                                                   | [Ampliar ícono]                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        | Expands to display FAQ answer.                                   |
|                         |   |   | Icon    | [Collapse Icon]                                                                                                                                                                                                                                                                                 | [Contraer ícono]                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        | Collapses to hide FAQ answer.                                    |
|                         |   |   | Text    | [Answer Text]                                                                                                                                                                                                                                                                                   | [Answer Text]                                                                                                                                                                                                                                                                                                                 |     |               |                |                          |        |                                                                  |
|                         |   |   | Link    | View All FAQ Topics                                                                                                                                                                                                                                                                             | Ver todos los temas de las Preguntas frecuentes                                                                                                                                                                                                                                                                               |     |               |                |                          |        | Returns user to FAQ Library.                                     |
| FUSION: CREDIT HOME FAQ |   |   |         |                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        |                                                                  |
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|                         |   |   | Text    | How do I add or delete a payment source?                                                                                                                                                                                                                                                        | ¿Cómo agrego o elimino una fuente de pago?                                                                                                                                                                                                                                                                                    |     |               |                |                          |        | FAQ Categories: Payment Sources,                                 |
|                         |   |   | Text    | On the Payments page, find the Payment Sources module and select Manage Sources. You can add up to five payment sources or delete sources as you see fit.                                                                                                                                       | En la página Pagos, busca el módulo Fuentes de pago y selecciona Manejar fuentes. Puedes agregar hasta cinco fuentes de pago o eliminar fuentes según te resulte conveniente.                                                                                                                                                 |     |               |                |                          |        |                                                                  |
|                         |   |   | Text    | How do I cancel an online payment?                                                                                                                                                                                                                                                              | ¿Cómo puedo cancelar un pago en línea?                                                                                                                                                                                                                                                                                        |     |               |                |                          |        | FAQ Categories: Payments, Making a Payment, Collections          |
|                         |   |   | Text    | On the Payments page, review your scheduled payments under Upcoming Payments. Find the payment you want to cancel and select the plus sign to reveal the full payment details. Choose Delete Payment and confirm that you want to delete the particular payment.                                | En la página Pagos, revisa tus pagos programados en Próximos pagos. Busca el pago que desees cancelar y selecciona el signo más para revelar los detalles completos del pago. Elige Eliminar pago y confirma que desees eliminar ese pago específico.                                                                         |     |               |                |                          |        |                                                                  |
|                         |   |   | Heading | How do I set up automatic payments?                                                                                                                                                                                                                                                             | ¿Cómo puedo configurar pagos automáticos?                                                                                                                                                                                                                                                                                     |     |               |                |                          |        | FAQ Categories: Payments, Making a Payment, AutoPay, Collections |
|                         |   |   | Text    | You can set up AutoPay <a href="#">here</a> . Simply select a payment source and the amount for your automatic monthly payment. You may make autopayments for your minimum payment, for your minimum due + other amount, for your statement balance in full, or for another amount you specify. | Puedes configurar AutoPay <a href="#">aquí</a> . Simplemente selecciona una fuente de pago y el monto de tu pago mensual automático. Puedes efectuar pagos automáticos por tu pago mínimo adeudado, por tu pago mínimo adeudado más otro monto, por el saldo total de tu estado de cuenta, o por otro monto que especifiques. |     |               |                |                          |        | Link points to AutoPay Enrollment module                         |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |                                                         |
|--|--|--|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|---------------------------------------------------------|
|  |  |  | Heading | I scheduled a payment, but now I can't find it. Where is it?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Programé un pago, pero ahora no puedo encontrarlo. ¿Dónde está?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  | FAQ Categories: Payments, Making a Payment, Collections |
|  |  |  | Text    | Your payment might not be visible when it's being processed. Once it's posted, you'll be able to find it in your Account Activity and Payment History.                                                                                                                                                                                                                                                                                                                                                                                                                                            | Tu pago podría no estar visible cuando esté siendo procesado. Una vez que haya sido registrado, podrás encontrarlo en tu Actividad de la Cuenta y el Historial de Pagos.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |                                                         |
|  |  |  | Heading | How are my payments applied?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | ¿Cómo se aplican los pagos?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  | FAQ Categories: Payments, Making a Payment, Collections |
|  |  |  | Text    | We generally apply payments in excess of the Minimum Payment Due to higher APR balances first. However, when you have a deferred interest promotion on your account that is expiring within the next 2-3 billing cycles, we will apply your payment first to the Minimum Payment Due and then to the expiring deferred interest promotional balance before other balances. This may allow you to pay off your deferred interest promotional balance before it expires and help you to avoid interest on the deferred interest promotional balance that might otherwise be billed to your account. | Generalmente aplicaremos los pagos que excedan el Pago Mínimo Adeudado primero a los saldos con tasas APR más altas. Sin embargo, cuando tengas una promoción de intereses diferidos en tu cuenta que venza en el transcurso de los próximos 2 o 3 ciclos de facturación, aplicaremos tu pago primero al Pago Mínimo Adeudado y luego al saldo con la promoción de intereses diferidos que venza, antes que a otros saldos. Esto puede permitirte liquidar tu saldo promocional de intereses diferidos antes de que venza y ayudarte a evitar intereses sobre el saldo promocional de intereses diferidos que de otro modo podrían facturarse a tu cuenta. |  |  |  |  |  |                                                         |
|  |  |  | Heading | How often should I change my password?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ¿Con qué frecuencia debo cambiar mi contraseña?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  | FAQ Categories: Account Information                     |
|  |  |  | Text    | We recommend you change your password at least once every six months.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Te recomendamos que cambies tu contraseña por lo menos una vez cada seis meses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |                                                         |
|  |  |  | Heading | Where can I learn about new features and how to navigate the website?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ¿Dónde puedo obtener información de las nuevas características y de cómo navegar por el website?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |                                                         |



|                    |   |   |         |                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                   |     |               |                |                          |        |                                 |
|--------------------|---|---|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------|
|                    |   |   | Text    | Take the site tour to learn about new features that simplify managing your account.                                                                                                                                                                                               | Realiza el recorrido por el sitio para informarte de las nuevas características que simplifican el manejo de tu cuenta.                                                                                                                                                                                           |     |               |                |                          |        |                                 |
| FUSION: ALERTS FAQ |   |   |         |                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                   |     |               |                |                          |        |                                 |
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|                    |   |   | Heading | Am I able to suspend my alert preferences while on vacation?                                                                                                                                                                                                                      | ¿Puedo suspender mis preferencias de alerta cuando esté de vacaciones?                                                                                                                                                                                                                                            |     |               |                |                          |        | FAQ Categories: Account Alerts, |
|                    |   |   | Text    | Yes. You can turn off your alerts (or turn them back on) at any time.                                                                                                                                                                                                             | Sí. Puedes desactivar tus alertas (o volver a activarlas) en cualquier momento.                                                                                                                                                                                                                                   |     |               |                |                          |        |                                 |
|                    |   |   | Heading | Is alert information always completely current?                                                                                                                                                                                                                                   | ¿Está la información de alertas siempre completamente al día?                                                                                                                                                                                                                                                     |     |               |                |                          |        | FAQ Categories: Account Alerts, |
|                    |   |   | Text    | Yes. The information in the alert is based on your account information at the time the alert was sent. There is a chance that additional transactions have posted to your account since the alert was sent. For the most up-to-date account information, sign on to your account. | Sí. La información en la alerta se basa en la información de tu cuenta en el momento en que se envió la alerta. Existe la posibilidad de que se hayan registrado otras transacciones en tu cuenta desde que se envió la alerta. Para ver la información de tu cuenta más actualizada, inicia sesión en tu cuenta. |     |               |                |                          |        |                                 |
|                    |   |   | Heading | Can I have alerts sent to more than one email address?                                                                                                                                                                                                                            | ¿Puedo hacer que me envíen alertas a más de una dirección de email?                                                                                                                                                                                                                                               |     |               |                |                          |        | FAQ Categories: Account Alerts, |
|                    |   |   | Text    | Yes. You can choose up to two email addresses and two mobile numbers.                                                                                                                                                                                                             | Sí. Puedes elegir hasta dos direcciones de email y dos números de teléfono móvil.                                                                                                                                                                                                                                 |     |               |                |                          |        |                                 |
|                    |   |   | Heading | Is the alerting service safe?                                                                                                                                                                                                                                                     | ¿El servicio de alertas es seguro?                                                                                                                                                                                                                                                                                |     |               |                |                          |        | FAQ Categories: Account Alerts, |
|                    |   |   | Text    | We appreciate your concern about the security of the alerting service. We only include the last four digits of your account number in any alert. Also, no other personal information will ever be sent in an alert.                                                               | Valoramos tu preocupación con respecto a la seguridad del Servicio de alertas. Sólo incluimos los cuatro últimos dígitos de tu cuenta bancaria en cualquier alerta. Por otra parte, nunca se enviará ninguna otra información personal en una alerta.                                                             |     |               |                |                          |        |                                 |
|                    |   |   | Heading | Why did my alerts stop when my account number changed?                                                                                                                                                                                                                            | ¿Por qué dejé de recibir alertas cuando cambió mi número de cuenta?                                                                                                                                                                                                                                               |     |               |                |                          |        | FAQ Categories: Account Alerts, |

|                       |   |   |         |                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                      |     |               |                |                          |        |                                    |
|-----------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------|
|                       |   |   | Text    | If your account number changed, you will not receive alerts on your new account until you register the new card through your online account. As soon as you register your new card, your alerts will begin within two business days. | Si tu número de cuenta cambió, no recibirás alertas en tu cuenta nueva hasta que registres la nueva tarjeta a través de tu cuenta en línea. Tan pronto como registres tu nueva tarjeta, las alertas comenzarán en el transcurso de dos días hábiles. |     |               |                |                          |        |                                    |
|                       |   |   | Heading | Why am I not receiving my email alerts?                                                                                                                                                                                              | ¿Por qué no estoy recibiendo alertas por email?                                                                                                                                                                                                      |     |               |                |                          |        | FAQ Categories: Account Alerts,    |
|                       |   |   | Text    | Some email systems are set up to automatically filter or delete email they do not recognize, which they may consider as spam or bulk email. Please review your email settings for this issue.                                        | Algunos sistemas de email están configurados para filtrar o eliminar automáticamente mensajes que no reconocen, que pueden considerar correo no deseado o basura. Por favor, examina tu configuración de email para resolver este problema.          |     |               |                |                          |        |                                    |
|                       |   |   | Heading | Can I choose the type of alerts being sent and how often I receive them?                                                                                                                                                             | ¿Puedo elegir el tipo de alertas que se envían y con qué frecuencia las recibo?                                                                                                                                                                      |     |               |                |                          |        | FAQ Categories: Account Alerts,    |
|                       |   |   | Text    | Yes. You can receive email alerts, and choose how often you receive certain alerts. There are several email notification options, including notice of statement availability, payment reminders and account balance.                 | Sí. Puedes personalizar alertas para tu cuenta. Existen varias opciones de notificación por email, entre ellas aviso de estado de cuenta disponible, recordatorios de pago y saldo de cuenta.                                                        |     |               |                |                          |        |                                    |
| FUSION: PAPERLESS FAQ |   |   |         |                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                      |     |               |                |                          |        |                                    |
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|                       |   |   | Heading | What Paperless options are available?                                                                                                                                                                                                | ¿Qué opciones del envío electrónico están disponibles?                                                                                                                                                                                               |     |               |                |                          |        | FAQ Categories: Paperless Settings |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                         |  |  |  |  |  |                                    |
|--|--|--|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|------------------------------------|
|  |  |  | Text    | With Paperless Statements and Letters, you can access your statements and most legal notices online instead of by mail. Once you’ve enrolled, you can customize your Paperless settings to choose just Paperless Statements or Paperless Letters. You can also update your notification email address at any time. | Con el Programa Paperless Statements y Letters, puedes acceder a tus estados de cuenta y la mayoría de tus avisos legales en línea en lugar de recibirlos por correo postal. Una vez que te hayas inscrito, puedes personalizar tu configuración del Programa Paperless para elegir Paperless Statements o Paperless Letters. También puedes actualizar tu dirección de email para notificaciones en cualquier momento. |  |  |  |  |  |                                    |
|  |  |  | Heading | How do I cancel my Paperless Statements and Letters enrollment?                                                                                                                                                                                                                                                    | ¿Cómo puedo cancelar mi inscripción en el Programa Paperless Statements y Letters?                                                                                                                                                                                                                                                                                                                                      |  |  |  |  |  | FAQ Categories: Paperless Settings |
|  |  |  | Text    | You can cancel your Paperless Statements and Letters enrollment at any time by signing on to your online account.                                                                                                                                                                                                  | Puedes cancelar tu inscripción en el Programa Paperless Statements y Letters en cualquier momento iniciando sesión en tu cuenta en línea.                                                                                                                                                                                                                                                                               |  |  |  |  |  |                                    |
|  |  |  | Heading | How much does it cost to receive Paperless Statements and Letters?                                                                                                                                                                                                                                                 | ¿Cuánto cuesta recibir los envíos del Programa Paperless Statements y Letters?                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  | FAQ Categories: Paperless Settings |
|  |  |  | Text    | There are no fees for receiving Paperless Statements and Letters.                                                                                                                                                                                                                                                  | No se cobra ningún cargo por los envíos del Programa Paperless Statements y Letters.                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |                                    |
|  |  |  | Heading | How will you notify me when my online statement is available for viewing?                                                                                                                                                                                                                                          | ¿Cómo me notificarán cuando mi estado de cuenta en línea esté disponible para verlo?                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  | FAQ Categories: Paperless Settings |
|  |  |  | Text    | You will receive an email each month when your statement is ready to view online.                                                                                                                                                                                                                                  | Recibirás una notificación por email cada mes cuando tu estado de cuenta esté listo para que lo veas en línea.                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |                                    |
|  |  |  | Heading | What if my card is lost or stolen while I’m enrolled in Paperless Statements and Letters?                                                                                                                                                                                                                          | ¿Qué sucede si pierdo o me roban la tarjeta mientras estoy inscrito(a) en el Programa Paperless Statements y Letters?                                                                                                                                                                                                                                                                                                   |  |  |  |  |  | FAQ Categories: Paperless Settings |

|                                         |   |   |         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                 |     |               |                |                          |        |                                                         |
|-----------------------------------------|---|---|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------------|
|                                         |   |   | Text    | When you report your card as lost or stolen, your account will be assigned a new number and the Paperless Statements and Letters enrollment will automatically transfer to your new account.                   | Cuando informes el robo o la pérdida de tu tarjeta, a tu cuenta se le asignará un nuevo número y la inscripción en el Programa Paperless Statements y Letters se transferirá automáticamente a tu nueva cuenta.                 |     |               |                |                          |        |                                                         |
|                                         |   |   | Heading | How do I request a paper copy of a Paperless Letter?                                                                                                                                                           | ¿Cómo puedo solicitar una copia impresa de una carta en línea?                                                                                                                                                                  |     |               |                |                          |        | FAQ Categories: Paperless Settings                      |
|                                         |   |   | Text    | You can view and print paper copies of your letters by accessing them through your online account. If you'd like to receive a paper copy of a letter by mail, please call the number on the back of your card. | Puedes ver e imprimir copias impresas de tus cartas accediendo a ellas a través de tu cuenta en línea. Si quieres recibir una copia impresa de una carta por correo postal, llama al número que aparece al dorso de tu tarjeta. |     |               |                |                          |        |                                                         |
|                                         |   |   | Heading | How long is a Paperless Letter available in my online account?                                                                                                                                                 | ¿Cuánto tiempo estará una carta del Programa Paperless Letters disponible en mi cuenta en línea?                                                                                                                                |     |               |                |                          |        | FAQ Categories: Paperless Settings                      |
|                                         |   |   | Text    | You can view each Paperless Letter for 12 months after the date it was made available.                                                                                                                         | Puedes ver cada carta del Programa Paperless Letters durante 12 meses a partir de la fecha en que se puso a disposición.                                                                                                        |     |               |                |                          |        |                                                         |
| FUSION: MAKE A PAYMENT WITH OPTIONS FAQ |   |   |         |                                                                                                                                                                                                                |                                                                                                                                                                                                                                 |     |               |                |                          |        |                                                         |
| D                                       | T | M | ELEMENT | COPY                                                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                   |
|                                         |   |   | Heading | What are Late Payment Warnings?                                                                                                                                                                                | ¿Qué son las Advertencias por Retraso de Pago?                                                                                                                                                                                  |     |               |                |                          |        | FAQ Categories: Payments, Making a Payment, Collections |

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|  |  |  | Text    | Late Payment Warnings are intended to help make credit card customers more aware of payment due dates and of the implications of paying late. We are required to display these warning messages on periodic statements by the CARD Act of 2009 and the revised Truth in Lending Act. | Las Advertencias por Retraso de Pago están destinadas a ayudar a que los clientes de tarjetas de crédito estén más al tanto de sus fechas de vencimiento y de las consecuencias de un pago atrasado. Estamos obligados por la Ley de TARJETAS “CARD Act” del año 2009 y la revisión de la Ley de Veracidad en los Préstamos “Truth in Lending Act” a mostrar estos mensajes de advertencia en los estados de cuenta periódicos. |  |  |  |  |  |                                                         |
|  |  |  | Heading | Am I able to request a hold on mailed payments?                                                                                                                                                                                                                                      | ¿Puedo solicitar que se me retenga un pago?                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  | FAQ Categories: Payments, Making a Payment, Collections |
|  |  |  | Text    | We are unable to hold payments to be applied at a future date. Anticipate 5-7 days for mailed payments to be received and posted to your account.                                                                                                                                    | No podemos retener pagos para que sean aplicados en una fecha futura. Ten en cuenta que los pagos enviados por correo demorarán entre 5 y 7 días hasta que se reciban y se registren en tu cuenta.                                                                                                                                                                                                                              |  |  |  |  |  |                                                         |
|  |  |  | Heading | Are there alternative ways to pay my bill, in addition to paying online?                                                                                                                                                                                                             | ¿Existen otras formas de pagar mi factura, además de pagar en línea?                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  | FAQ Categories: Payments, Making a Payment, Collections |
|  |  |  | Text    | You can also pay in person, by mail and by phone. Please visit the <a href="#">Help &amp; Contact</a> page for the mailing address and payment phone number.                                                                                                                         | También puedes pagar personalmente, por correo y por teléfono. Visita la página <a href="#">Ayuda y Contacto</a> para obtener la dirección postal y el número de teléfono de pago.                                                                                                                                                                                                                                              |  |  |  |  |  |                                                         |
|  |  |  | Heading | How long does it usually take for a mailed payment to arrive?                                                                                                                                                                                                                        | ¿Cuánto demora habitualmente en llegar un pago por correo postal?                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  | FAQ Categories: Payments, Making a Payment, Collections |
|  |  |  | Text    | For payments sent by mail, please allow 5-7 days for your payment to reach us.                                                                                                                                                                                                       | Para pagos por correo postal, recibiremos tu pago en el transcurso de 5 a 7 días.                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |                                                         |
|  |  |  | Heading | What happens if my payment is returned?                                                                                                                                                                                                                                              | ¿Qué sucede si mi pago es devuelto?                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  | FAQ Categories: Payments, Making a Payment, Collections |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |                                                                                                                   |
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|  |  |  | Text    | If a payment is returned to us, we will submit it a second time for collection of funds. If the payment is declined after the second request, the account will be considered past due if a separate payment is not made by the due date.                                                                                   | Si un pago es devuelto, lo enviaremos por segunda vez para el cobro. Si el pago es rechazado por segunda vez, la cuenta se considerará vencida, a menos que se haga un pago separado a más tardar en la fecha de vencimiento.                                                                                                                                                  |  |  |  |  |  | Note to Citi: Does this still hold true after Best-in-Class Payment Rule Updates? If not, we can delete this FAQ. |
|  |  |  | Heading | Why haven't you posted or received my payment?                                                                                                                                                                                                                                                                             | ¿Por qué no han registrado o recibido mi pago?                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  | FAQ Categories: Payments, Making a Payment, Collections                                                           |
|  |  |  | Text    | If you sent your payment by check more than seven days ago, please contact your bank to find out if the check has cleared. If the check has cleared your bank, please request a copy of the front and back. When you receive the copy, please call Customer Service at the number on the back of your card for assistance. | Si enviaste el pago mediante un cheque hace más de siete días, comunícate con tu banco para averiguar si el cheque ha sido cobrado. Si el cheque ha sido cobrado por tu banco, solicita una copia del frente y el dorso. Cuando recibas la copia, por favor comunícate con Servicio al Cliente al número que se indica al dorso de su tarjeta para obtener asistencia.         |  |  |  |  |  |                                                                                                                   |
|  |  |  | Heading | Am I able to cancel an online payment?                                                                                                                                                                                                                                                                                     | ¿Puedo cancelar un pago en línea?                                                                                                                                                                                                                                                                                                                                              |  |  |  |  |  | FAQ Categories: Payments, Making a Payment, Collections                                                           |
|  |  |  | Text    | Yes. If your Online Bill Payment or Phone Payment is not being processed, you can edit or cancel scheduled payments online. Online Bill Payment and Phone Payment requests will be processed before midnight ET on the payment date you specified and will be credited to your account as of that calendar day.            | Sí. Si tu Pago de Facturas en Línea o tu Pago por Vía Telefónica no están siendo procesados, puedes editar o cancelar los pagos programados en línea. Las solicitudes de Pagos de Facturas en Línea y Pagos por Vía Telefónica se procesarán antes de la medianoche, Hora del Este, de la fecha de pago que especificaste y se acreditarán en tu cuenta en ese día calendario. |  |  |  |  |  |                                                                                                                   |
|  |  |  | Heading | Am I able to stop payment on a credit card charge?                                                                                                                                                                                                                                                                         | ¿Puedo suspender el pago de un cargo en mi tarjeta de crédito?                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  | FAQ Categories: Payments, Making a Payment, Collections                                                           |



|                         |   |   |         |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                     |     |               |                |                          |        |                                                                    |
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|                         |   |   | Text    | We cannot stop payment on a charge because we are required to pay merchants immediately. When this transaction appears on your statement, please contact the merchant directly to resolve any issues. If you cannot reach an agreement, contact us for assistance. | No podemos suspender el pago de un cargo porque debemos pagar a los comercios de inmediato. Cuando esa transacción aparezca en tu estado de cuenta, por favor comunícate con el comercio directamente para resolver cualquier problema. Si no llegan a un acuerdo, comunícate con nosotros para recibir asistencia. |     |               |                |                          |        |                                                                    |
|                         |   |   | Heading | What is my due date?                                                                                                                                                                                                                                               | ¿Cuál es mi fecha de vencimiento?                                                                                                                                                                                                                                                                                   |     |               |                |                          |        | FAQ Categories: Payments, Making a Payment, Collections            |
|                         |   |   | Text    | You can view your due date at any time by signing on to your online account. Locate it easily in the Account Summary section of your Credit Home page. Your due date is also listed on your paper statement, if you currently receive one.                         | (Translation needed.)                                                                                                                                                                                                                                                                                               |     |               |                |                          |        |                                                                    |
|                         |   |   | Heading | How many payments may I make each day?                                                                                                                                                                                                                             | (Translation needed.)                                                                                                                                                                                                                                                                                               |     |               |                |                          |        | New FAQ for Fusion 6<br>FAQ Categories: Payments, Making a Payment |
|                         |   |   | Text    | You may make up to two online payments each day, but only five payments per billing cycle.                                                                                                                                                                         | (Translation needed.)                                                                                                                                                                                                                                                                                               |     |               |                |                          |        |                                                                    |
| FUSION: PAYMENT SOURCES |   |   |         |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                     |     |               |                |                          |        |                                                                    |
| D                       | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                               | COPY (SPANISH)                                                                                                                                                                                                                                                                                                      | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                              |
|                         |   |   | Heading | Can I make an online payment the same day I change bank information or enroll?                                                                                                                                                                                     | ¿Puedo efectuar un pago en línea el mismo día en que cambio la información bancaria o me inscribo?                                                                                                                                                                                                                  |     |               |                |                          |        | FAQ Categories: Payments, Payment Sources, Collections             |
|                         |   |   | Text    | Yes. However, if our system cannot validate your bank information after your first payment, you may have to wait up to 15 days to make an additional payment online.                                                                                               | Sí. Sin embargo, si nuestro sistema no puede validar tu información bancaria después del primer pago, es posible que debas esperar hasta 15 días para hacer pagos en línea adicionales.                                                                                                                             |     |               |                |                          |        |                                                                    |



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|                                          |   |   | Heading | Can I use different payment sources for each card account?                                                                                                                                                                                                                                       | ¿Puedo utilizar una fuente diferente de pago para cada cuenta de tarjeta?                                                                                                                                                                                                                                                     |     |               |                |                          |        | FAQ Categories: Payments, Payment Sources, Collections                            |
|                                          |   |   | Text    | Yes. First, set up your credit card accounts online. Next, set up as many as five different payment sources. Then, assign the payment sources to the credit card accounts as you see fit.                                                                                                        | Sí. Primero, establece tus cuentas de tarjeta de crédito en línea. Luego establece hasta cinco fuentes de pago diferentes. A continuación asigna las fuentes de pago a las cuentas de tarjeta de crédito según te parezca adecuado.                                                                                           |     |               |                |                          |        |                                                                                   |
|                                          |   |   | Heading | How do I know if my bank accepts electronic debits for online payments?                                                                                                                                                                                                                          | ¿Cómo puedo saber si mi banco acepta débitos electrónicos para pagos en línea?                                                                                                                                                                                                                                                |     |               |                |                          |        | FAQ Categories: Payments, Payment Sources, Collections                            |
|                                          |   |   | Text    | Check with your bank to make sure they accept electronic debits from your account. Some financial institutions use unique ABA routing and account numbers for electronic payments. To avoid any delay, verify the information with your financial institution before setting up online payments. | Consulta a tu banco para estar seguro de que acepte débitos electrónicos de tu cuenta. Algunas instituciones financieras utilizan números de cuenta y de procesamiento ABA únicos para los pagos electrónicos. Para evitar demoras, verifica la información con tu institución financiera antes de establecer pagos en línea. |     |               |                |                          |        |                                                                                   |
| FUSION: PROMOTIONAL BALANCES DETAILS FAQ |   |   |         |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        |                                                                                   |
| D                                        | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                             | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                             |
|                                          |   |   | Heading | When will payments and credits related to my promotional balance display?                                                                                                                                                                                                                        | ¿Cuándo se mostrarán los pagos y créditos relacionados con mi saldo promocional?                                                                                                                                                                                                                                              |     |               |                |                          |        | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Collections |
|                                          |   |   | Text    | Payments and credits to your account may take 24 to 48 hours to display.                                                                                                                                                                                                                         | Los pagos y créditos en tu cuenta pueden demorar de 24 a 48 horas en mostrarse.                                                                                                                                                                                                                                               |     |               |                |                          |        |                                                                                   |
|                                          |   |   | Heading | What promotional purchase details can I view?                                                                                                                                                                                                                                                    | (Translation needed.)                                                                                                                                                                                                                                                                                                         |     |               |                |                          |        | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Collections |



|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |                                                                                   |
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|  |  |  | Text    | <p>You can view up to 20 active and expired promotional purchase details in order of promotions expiring first. Expired Promotions appear after Active Promotions and will not display after the statement cycle they expire in.</p> <p>Your monthly statement also includes your promotional purchase details.</p>                             | (Translation needed.)                                                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |                                                                                   |
|  |  |  | Heading | What is a promotional rate?                                                                                                                                                                                                                                                                                                                     | ¿Qué es una tasa promocional?                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Collections |
|  |  |  | Text    | Your card's promotional rate is an introductory APR that is applied to your balance for a limited period of time. When you signed up for your card, your agreement included a post-promotional APR that will become active when the promotional period ends.                                                                                    | La tasa promocional de tu tarjeta es una tasa APR introductoria que se aplica a tu saldo durante un período de tiempo limitado. Cuando te inscribiste para solicitar tu tarjeta, tu contrato incluía una tasa APR post-promocional que se activará cuando finalice el período promocional.                                                                             |  |  |  |  |  |                                                                                   |
|  |  |  | Heading | What is a promotional balance?                                                                                                                                                                                                                                                                                                                  | ¿Qué es un saldo promocional?                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Collections |
|  |  |  | Text    | A promotional balance is a designated portion of your available credit that has a reduced introductory interest rate. Any balance you accrue up to the amount of the promotional balance is subject to the reduced interest rate. Any portion of your balance in excess of the promotional balance will be subject to your card's standard APR. | Un saldo promocional es una parte designada de tu crédito disponible que tiene una tasa de interés introductoria reducida. Cualquier saldo que acumules hasta el monto del saldo promocional se encuentra sujeto a la tasa de interés reducida. Cualquier parte de tu saldo que supere el saldo promocional se encontrará sujeto a la tasa APR estándar de tu tarjeta. |  |  |  |  |  |                                                                                   |
|  |  |  | Heading | What is a deferred interest promotion?                                                                                                                                                                                                                                                                                                          | ¿Qué es una promoción de intereses diferidos?                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Collections |

|                        |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |               |                |                          |        |                                                  |
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|                        |   |   | Text    | A deferred interest promotion allows you to make a purchase without paying interest as long as you pay the purchase amount in full before the promotional period expires. However, if you do not pay the purchase amount in full by the expiration date of the promotion, you will be charged interest on the promotional balance at the regular purchase rate from the date the purchase was made until the promotional balance is paid in full. | Una promoción de intereses diferidos te permite realizar una compra sin pagar intereses, siempre que pagues el monto de la compra en su totalidad antes de que el período promocional finalice. Sin embargo, si no pagas el monto de la compra en su totalidad a más tardar en la fecha de vencimiento de la promoción, se te cobrarán intereses sobre el saldo promocional a la tasa para compras regulares desde la fecha en que se realizó la compra hasta que el saldo promocional se pague en su totalidad. |     |               |                |                          |        |                                                  |
| FUSION: STATEMENTS FAQ |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |               |                |                          |        |                                                  |
| D                      | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                              | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                            |
|                        |   |   | Heading | If I withdraw from paperless statements, when will I begin receiving paper statements again?                                                                                                                                                                                                                                                                                                                                                      | ¿Cuándo llegará mi estado de cuenta impreso?                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |               |                |                          |        | FAQ Categories: Statements, Paperless Statements |
|                        |   |   | Text    | If you withdraw from paperless statements—that is, if you want to stop electronic delivery and resume getting the paper version—it takes effect right away. Your next statement will be delivered by U.S. mail.                                                                                                                                                                                                                                   | Si te retiras de la opción de estados de cuenta en línea — es decir, si deseas suspender la entrega electrónica y volver a recibir la versión en papel— ésta entra en vigencia de inmediato. Tu próximo estado de cuenta será entregado mediante correo postal de los EE. UU.                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                  |
|                        |   |   | Heading | How do I get a paper copy of one of my paperless account statements?                                                                                                                                                                                                                                                                                                                                                                              | ¿Qué debo hacer para obtener una copia impresa de uno de mis estados de cuenta en línea?                                                                                                                                                                                                                                                                                                                                                                                                                         |     |               |                |                          |        | FAQ Categories: Statements, Paperless Statements |
|                        |   |   | Text    | Statements and letters display online in PDF format, allowing you to save or print a copy for yourself. You may also request a paper copy by calling the phone number on the back of your card.                                                                                                                                                                                                                                                   | Los estados de cuenta y las cartas se muestran en línea en formato PDF, lo cual te permite guardar o imprimir una copia para conservar. También podrás solicitar una copia impresa llamando al número de teléfono que figura al dorso de tu tarjeta.                                                                                                                                                                                                                                                             |     |               |                |                          |        |                                                  |

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|  |  |  | Heading | How do I request a statement that isn't available online?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ¿Qué debo hacer para actualizar mi identificación de usuario y mi contraseña?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  |  |  |  | FAQ Categories: Statements, Paperless Statements |
|  |  |  | Text    | After 12 months, your statements will no longer be available online. You may request paper copies of these statements by calling the phone number on the back of your card.                                                                                                                                                                                                                                                                                                                                                                                                                                             | Después de 12 meses, tus estados de cuenta dejarán de estar disponibles en línea. Puedes solicitar copias impresas de estos estados de cuenta llamando al número de teléfono que figura al dorso de tu tarjeta.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |                                                  |
|  |  |  | Heading | Why am I having trouble accessing my online statements?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ¿Por qué tengo dificultades para acceder a mis estados de cuenta en línea?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  | FAQ Categories: Statements                       |
|  |  |  | Text    | There are a variety of possible reasons. First, the statement you're looking for may predate your card membership. There may have been no activity that month. Or, you may have had a \$0 balance prior to 2002. System and product conversions can also affect statement availability. Also, only your 12 most recent statements are available online. You can request paper copies of older statements by calling the number on the back of your card. Also, if you have converted accounts or your account number has changed due to a lost or stolen card, you may need to add the new card to your online account. | Existen varios motivos posibles. Primero, el estado de cuenta que estás buscando podría ser anterior a tu membresía en la cuenta. Quizás no haya habido actividad ese mes. O bien, podrías haber tenido un saldo de \$0 antes del 2002. Las conversiones de sistemas y productos también pueden afectar la disponibilidad de los estados de cuenta. Además, solo tus últimos 12 estados de cuenta están disponibles en línea. Puedes solicitar copias impresas de estados de cuenta más antiguos llamando al número de teléfono que figura al dorso de tu tarjeta. Además, si has convertido cuentas o tu número de cuenta se ha modificado debido a la pérdida o el robo de una tarjeta, podrías tener que agregar la nueva tarjeta a tu cuenta en línea. |  |  |  |  |  |                                                  |
|  |  |  | Heading | What do I do if my account is converted, lost or stolen?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ¿Qué hago si se convirtió, perdí o me robaron mi cuenta?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  | FAQ Categories: Statements                       |

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|  |  |  | Text    | Converted, lost or stolen account statement requests should be submitted using your new account. If you have consolidated accounts and are requesting a statement from before the consolidation date, please contact Customer Service to avoid delays in processing your request. If your Account Online request is not fulfilled properly and you need assistance, please contact Customer Service at the number on the back of your card. | Las solicitudes de estados de cuentas convertidas, perdidas o robadas deben enviarse utilizando tu nueva cuenta. Si has consolidado cuentas y solicitas un estado de cuenta anterior a la fecha de la consolidación, comunícate con Servicio al Cliente para evitar demoras en el procesamiento de tu solicitud. Si tu solicitud en Account Online no se completa correctamente y necesitas ayuda, comunícate con Servicio al Cliente al número que figura al dorso de tu tarjeta. |  |  |  |  |  |  |                                                  |
|  |  |  | Heading | Why aren't some of my requested statements available?                                                                                                                                                                                                                                                                                                                                                                                       | ¿Por qué no están disponibles algunos de mis estados de cuenta solicitados?                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  |  | FAQ Categories: Statements, Paperless Statements |
|  |  |  | Text    | Your statement may not be available online if you had no account activity for a particular month, converted accounts or had a \$0 balance prior to 2002. Changed account numbers due to lost or stolen cards can also affect availability.                                                                                                                                                                                                  | Tu estado de cuenta podría no estar disponible en línea si no tuviste actividad en la cuenta en un mes particular, si convertiste cuentas o si tenías un saldo de \$0 antes del 2002. La modificación de números de cuenta debido al robo o la pérdida de tarjetas también puede afectar la disponibilidad.                                                                                                                                                                        |  |  |  |  |  |  |                                                  |
|  |  |  | Heading | Why do PDF statements take so long to download to my computer?                                                                                                                                                                                                                                                                                                                                                                              | ¿Por qué los estado de cuenta en formato PDF tardan tanto en descargarse a mi computadora?                                                                                                                                                                                                                                                                                                                                                                                         |  |  |  |  |  |  | FAQ Categories: Statements, Paperless Statements |
|  |  |  | Text    | The file that makes up your downloadable online statement tends to be large in size. Download times may vary depending on the speed of your Internet connection.                                                                                                                                                                                                                                                                            | El archivo que integra tu estado de cuenta en línea descargable suele tener un gran tamaño. Los tiempos de descarga pueden variar dependiendo de la velocidad de tu conexión a Internet.                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  |                                                  |
|  |  |  | Heading | What happens to my statements with a zero balance?                                                                                                                                                                                                                                                                                                                                                                                          | ¿Qué sucede con mis estados de cuenta con un saldo cero?                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  | FAQ Categories: Statements                       |

|                     |   |   |         |                                                                                                                                                      |                                                                                                                                                                                           |     |               |                |                          |        |                                               |
|---------------------|---|---|---------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------|
|                     |   |   | Text    | Due to storage issues, we do not store statements with a zero balance or no activity.                                                                | Debido a cuestiones relacionadas con el almacenamiento, no guardamos estados de cuenta con un saldo cero o sin actividad.                                                                 |     |               |                |                          |        |                                               |
| FUSION: PROFILE FAQ |   |   |         |                                                                                                                                                      |                                                                                                                                                                                           |     |               |                |                          |        |                                               |
| D                   | T | M | ELEMENT | COPY                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                         |
|                     |   |   | Heading | How do I update my User ID and Password?                                                                                                             | ¿Qué debo hacer para actualizar mi identificación de usuario y mi contraseña?                                                                                                             |     |               |                |                          |        | FAQ Categories: Profile, User ID and Password |
|                     |   |   | Text    | Select the User ID and Password section underneath User Profile. Update your information and be sure to save.                                        | Selecciona la sección de Identificación de Usuario y Contraseña debajo de Perfil de Usuario. Actualiza tu información y asegúrate de guardar los cambios.                                 |     |               |                |                          |        |                                               |
|                     |   |   | Heading | Where can I update my Email Address?                                                                                                                 | ¿Dónde puedo actualizar mi Dirección de Email?                                                                                                                                            |     |               |                |                          |        | FAQ Categories: Profile, Email Communications |
|                     |   |   | Text    | Find the Contact Information underneath your Card Profile. Choose Edit and update your information.                                                  | Podrás encontrar la Información de Contacto debajo de tu Perfil de Tarjeta. Elige la opción Editar y actualiza tu información.                                                            |     |               |                |                          |        |                                               |
|                     |   |   | Heading | How do I change my security questions?                                                                                                               | ¿Qué debo hacer para cambiar mis preguntas de seguridad?                                                                                                                                  |     |               |                |                          |        | FAQ Categories: Profile, Security Questions   |
|                     |   |   | Text    | Select the Security Questions section underneath User Profile. Choose Edit for the option to select new security questions and provide your answers. | Selecciona la sección de Preguntas de Seguridad debajo de Perfil de Usuario. Elige Editar para tener la opción de seleccionar nuevas preguntas de seguridad y suministrar tus respuestas. |     |               |                |                          |        |                                               |
|                     |   |   | Heading | When will I be asked to answer my security questions?                                                                                                | ¿Cuándo me pedirán responder mis preguntas de seguridad?                                                                                                                                  |     |               |                |                          |        | FAQ Categories: Profile, Security Questions   |

|                     |   |   |         |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                |
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|                     |   |   | Text    | To protect your account from unauthorized users, we constantly evaluate a number of factors in determining whether to ask you a security question. These factors include the transaction type that you request and where you’re accessing the website from. We may ask you to answer your security questions based on such factors. | Para proteger tu cuenta contra usuarios autorizados, evaluamos constantemente varios factores para determinar si te hacemos una pregunta de seguridad. Estos factores incluyen el tipo de transacción que solicites, y el lugar desde el cual estés accediendo al sitio web. Podremos pedirte que respondas tus preguntas de seguridad de acuerdo a esos factores. |     |               |                |                          |        |                                                |
|                     |   |   | Heading | How do I update my mailing address?                                                                                                                                                                                                                                                                                                 | ¿Qué debo hacer para actualizar mi dirección postal?                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        | FAQ Categories: Profile, Contact Information   |
|                     |   |   | Text    | Find the Contact Information section under your Card Profile. Select Edit next to your address and be sure to save your changes.                                                                                                                                                                                                    | Podrás encontrar la sección de Información de Contacto debajo de tu Perfil de Tarjeta. Selecciona la opción Editar junto a tu dirección y asegúrate de guardar tus cambios.                                                                                                                                                                                        |     |               |                |                          |        |                                                |
| FUSION: AUTOPAY FAQ |   |   |         |                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                |
| D                   | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                          |
|                     |   |   | Heading | How do I enroll in, cancel, or change my AutoPay status?                                                                                                                                                                                                                                                                            | ¿Qué debo hacer para inscribirme, cancelar o modificar mi estatus de AutoPay?                                                                                                                                                                                                                                                                                      |     |               |                |                          |        | FAQ Categories: Payments, AutoPay, Collections |
|                     |   |   | Text    | You can manage your AutoPay settings at any time by signing on to your online account and choosing the Payments option from the menu.                                                                                                                                                                                               | Puedes manejar tu configuración de AutoPay en cualquier momento al iniciar sesión en tu cuenta en línea y elegir la opción de Pagos desde el menú.                                                                                                                                                                                                                 |     |               |                |                          |        |                                                |
|                     |   |   | Heading | If I make an online payment does that stop my AutoPay payment?                                                                                                                                                                                                                                                                      | Si efectúo un pago en línea, ¿eso suspenderá mi pago de AutoPay?                                                                                                                                                                                                                                                                                                   |     |               |                |                          |        | FAQ Categories: Payments, AutoPay, Collections |
|                     |   |   | Text    | No. Your online payments and AutoPay payments are processed separately. Therefore, both payment options may be used on your account, and one does not affect the other, except in cases where a credit balance would be created.                                                                                                    | No. Tus pagos en línea y tus pagos de AutoPay se procesan por separado. Por lo tanto, ambas opciones de pago pueden utilizarse en tu cuenta, y una no afecta a la otra, excepto en los casos en que pudiera crearse un saldo de acreedor o a favor.                                                                                                                |     |               |                |                          |        |                                                |



|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |  |  |                                                |
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|  |  |  | Heading | What are the AutoPay enrollment requirements?                                                                                                                                                                                                                                                                                                                                     | ¿Cuáles son los requisitos de inscripción para AutoPay?                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  | FAQ Categories: Payments, AutoPay, Collections |
|  |  |  | Text    | If this feature is available for your account, you can enroll in AutoPay using an account from any US financial institution that accepts electronic transactions. AutoPay works with checking, savings, and money market accounts, but some banks only allow direct payments from checking accounts. Please check with your bank to make sure the account you choose is eligible. | Si esta característica se encuentra disponible para tu cuenta, puedes inscribirte en AutoPay al utilizar una cuenta de cualquier institución financiera de los EE. UU. que acepte transacciones electrónicas. AutoPay funciona con cuentas de cheques, de ahorros y del mercado monetario, pero algunos bancos solo permiten pagos directos desde cuentas de cheques. Por favor, consulta a tu banco para asegurarte de que la cuenta que selecciones sea elegible. |  |  |  |  |  |                                                |
|  |  |  | Heading | When will AutoPay start?                                                                                                                                                                                                                                                                                                                                                          | ¿Cuándo comenzará AutoPay?                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  | FAQ Categories: Payments, AutoPay, Collections |
|  |  |  | Text    | AutoPay will start on the next due date after you enroll.                                                                                                                                                                                                                                                                                                                         | AutoPay comenzará en la siguiente fecha de vencimiento posterior a tu inscripción.                                                                                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  |                                                |
|  |  |  | Heading | How will I know what my payment will be if I've chosen an autopayment for the minimum payment due, the minimum due plus other amount, or total balance?                                                                                                                                                                                                                           | ¿Cómo sabré cuál será mi pago si he elegido un pago automático por el pago mínimo adeudado, el pago mínimo adeudado más otro monto, o el saldo total?                                                                                                                                                                                                                                                                                                               |  |  |  |  |  | FAQ Categories: Payments, AutoPay, Collections |
|  |  |  | Text    | You can check your total balance and the minimum payment due by accessing your online account. This information is also displayed on your monthly statement.                                                                                                                                                                                                                      | Puedes consultar tu saldo total y el pago mínimo adeudado al acceder a tu cuenta en línea. Esta información también se muestra en tu estado de cuenta mensual.                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |                                                |
|  |  |  | Heading | What if I select a set payment amount, and that amount is more than my credit card balance?                                                                                                                                                                                                                                                                                       | ¿Qué sucede si selecciono un monto de pago establecido y dicho monto es superior al saldo de mi tarjeta de crédito?                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  | FAQ Categories: Payments, AutoPay, Collections |



|                                |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        |                                                         |
|--------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------------|
|                                |   |   | Text    | <p>The amount deducted that month from your bank account will be equal to the Total Balance as shown on your statement. A credit balance will not be generated by AutoPay payments.</p> <p>For example, if you have established a fixed payment amount of \$1000, and your balance is \$500, a payment amount of \$500 will be withdrawn.</p>                                                                                        | <p>El monto deducido ese mes de tu cuenta bancaria será igual al Saldo Total que se indique en tu estado de cuenta. Los pagos de AutoPay no generarán un saldo acreedor o a favor.</p> <p>Por ejemplo, si has establecido un monto de pago fijo de \$1000 y tu saldo es de \$500, se retirará un monto de pago de \$500.</p>                                                                                                                                          |     |               |                |                          |        |                                                         |
|                                |   |   | Heading | What if I select a set payment amount and the minimum due is greater?                                                                                                                                                                                                                                                                                                                                                                | ¿Qué sucede si selecciono un monto de pago establecido y el mínimo adeudado es mayor?                                                                                                                                                                                                                                                                                                                                                                                 |     |               |                |                          |        | FAQ Categories: Payments, AutoPay, Collections          |
|                                |   |   | Text    | You will need to make an additional payment for the difference of the amounts, which should be received by us before your payment due date to keep your account in good standing. You can also help ensure your minimum payment is met by choosing an autopayment for the minimum payment due or the minimum due + other amount. Be sure to check your billing statements each month to see if an additional payment will be needed. | Deberás efectuar un pago adicional por la diferencia entre los montos, que debemos recibir antes de tu fecha de vencimiento de pago para mantener tu cuenta en buenos términos. También puedes cerciorarte de que tu pago mínimo se realice eligiendo un pago automático por el pago mínimo adeudado o el pago mínimo adeudado más un monto adicional. Asegúrate de controlar tus estados de facturación todos los meses para ver si se necesitará un pago adicional. |     |               |                |                          |        |                                                         |
| FUSION: SCHEDULED PAYMENTS FAQ |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        |                                                         |
| D                              | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                   |
|                                |   |   | Heading | When will my online payment post?                                                                                                                                                                                                                                                                                                                                                                                                    | ¿Cuándo se registrará mi pago en línea?                                                                                                                                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        | FAQ Categories: Payments, Making a Payment, Collections |



|                              |   |   |         |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                           |     |               |                |                          |        |                                                         |
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|                              |   |   | Text    | The payment cutoff time for Online Bill Payments and Phone Payments is midnight ET. This means we will credit your account as of the calendar day, based on Eastern Time, that we receive your payment request.                                      | La hora de corte para el pago para Pagos de Facturas en Línea y Pagos Telefónicos es la medianoche, Hora del Este. Esto significa que acreditaremos el pago en tu cuenta a partir del día calendario, Hora del Este, en que recibamos tu solicitud de pago.               |     |               |                |                          |        |                                                         |
|                              |   |   | Heading | Am I able to cancel a scheduled payment?                                                                                                                                                                                                             | ¿Puedo cancelar un pago programado?                                                                                                                                                                                                                                       |     |               |                |                          |        | FAQ Categories: Payments, Making a Payment, Collections |
|                              |   |   | Text    | Yes. If your payment is not being processed, you can edit or cancel scheduled payments online. Payment requests will be processed before midnight ET on the payment date you specified and will be credited to your account as of that calendar day. | Sí. Si tu pago no está siendo procesado, puedes editar o cancelar los pagos programados en línea. Las solicitudes de pago se procesarán antes de la medianoche, Hora del Este, de la fecha de pago que especificaste y se acreditarán en tu cuenta en ese día calendario. |     |               |                |                          |        |                                                         |
| FUSION: AUTHORIZED USERS FAQ |   |   |         |                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                           |     |               |                |                          |        |                                                         |
| D                            | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                 | COPY (SPANISH)                                                                                                                                                                                                                                                            | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                   |
|                              |   |   |         | How do I add an Authorized User to my account?                                                                                                                                                                                                       | ¿Cómo agrego un usuario autorizado a mi cuenta?                                                                                                                                                                                                                           |     |               |                |                          |        | FAQ Categories: Account Management, Authorized Users    |
|                              |   |   |         | On the Profile page in your online account, select the section labeled Authorized Users. Choose Add Authorized User, enter the user's information, and choose Save.                                                                                  | En la página de Perfil en tu cuenta en línea, selecciona la sección titulada Usuarios Autorizados. Elige la opción Agregar Usuario Autorizado, ingresa la información del usuario y elige la opción Guardar.                                                              |     |               |                |                          |        |                                                         |
|                              |   |   | Heading | How do I remove an Authorized User from my account?                                                                                                                                                                                                  | ¿Qué debo hacer para eliminar un usuario autorizado de mi cuenta?                                                                                                                                                                                                         |     |               |                |                          |        | FAQ Categories: Account Management, Authorized Users    |

|                                             |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                             |
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|                                             |   |   | Text    | On the Profile page in your online account, select the section labeled Authorized Users to reveal a list of all authorized users you’ve added to your account. Find the name of the user you wish to remove and select the Remove button.                                                                                                                                                                                                                                                                                              | En la página de Perfil en tu cuenta en línea, selecciona la sección titulada Usuarios Autorizados para revelar una lista de todos los usuarios autorizados que has agregado a tu cuenta. Encuentra el nombre del usuario que deseas eliminar y selecciona el botón Eliminar.                                                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        |                                                             |
|                                             |   |   | Heading | What can an Authorized User do?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ¿Qué puede hacer un usuario autorizado?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |               |                |                          |        | FAQ Categories: Account Management, Authorized Users        |
|                                             |   |   | Text    | <p>An Authorized User can:</p> <ul style="list-style-type: none"><li>• Report any lost or stolen cards</li><li>• Obtain account information</li><li>• Initiate billing disputes</li><li>• Request Statement copies</li><li>• Make payments</li><li>• Be granted online access</li><li>• Inquire about fees</li></ul> <p>An Authorized User cannot:</p> <ul style="list-style-type: none"><li>• Close the account</li><li>• Add another Authorized User</li><li>• Request a lower APR</li><li>• Request a Billing Date Change</li></ul> | <p>Un usuario autorizado puede:</p> <ul style="list-style-type: none"><li>• Informar el extravío o el robo de tarjetas</li><li>• Obtener información de la cuenta</li><li>• Iniciar disputas sobre facturación</li><li>• Solicitar copias de estados de cuenta</li><li>• Efectuar pagos</li><li>• Obtener acceso en línea</li><li>• Consultar acerca de los cargos</li></ul> <p>Un usuario autorizado no puede:</p> <ul style="list-style-type: none"><li>• Cerrar la cuenta</li><li>• Agregar a otro usuario autorizado</li><li>• Solicitar una tasa APR más baja</li><li>• Solicitar un cambio de fecha de facturación</li></ul> |     |               |                |                          |        |                                                             |
| FUSION: REQUEST A CREDIT LIMIT INCREASE FAQ |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                             |
| D                                           | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                       |
|                                             |   |   | Heading | How do I request a credit limit decrease?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ¿Cómo solicito un aumento en el límite de crédito?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |     |               |                |                          |        | FAQ Categories: Account Management, Increasing Credit Limit |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |                                                             |
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|  |  |  | Text    | Please email your request using Secure Messages on the Help & Contact page. Note: future credit limit increase requests will be subject to account and credit review.                                                                                                                                                                                                                                                                                                                                                                                                                                    | Envía tu solicitud por email utilizando Mensajes seguros en la página Ayuda y Contacto. Nota: Las futuras solicitudes de aumentos del límite de crédito quedarán sujetas a verificación de la cuenta y del crédito.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |                                                             |
|  |  |  | Heading | Where can I view my APR online?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ¿Dónde puedo ver mi tasa APR en línea?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  | FAQ Categories: Account Management, Increasing Credit Limit |
|  |  |  | Text    | You can view the Annual Percentage Rates (APR) for your account on your statement. You can download your last 12 months of statements on the Statements page.                                                                                                                                                                                                                                                                                                                                                                                                                                            | Puedes ver las Tasas de Porcentaje Anual (APR) para tu cuenta en tu estado de cuenta. Puedes descargar tus últimos 12 meses de estados de cuenta en la página Estados de cuenta.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |                                                             |
|  |  |  | Heading | How do I request a credit limit increase?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ¿Cómo solicito un aumento del límite de crédito?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  | FAQ Categories: Account Management, Increasing Credit Limit |
|  |  |  | Text    | <p>There are several ways to initiate a request:</p> <ul style="list-style-type: none"><li>• Online: use links in the Account Summary section of the Credit Home page, on the Manage Account page and the Help &amp; Contact page. Enter the required information and submit your request.</li><li>• By Phone: Call the number on the back of your card and speak to a Customer Service representative.</li><li>• Emergency Requests: Contact Customer Service at [Customer Service Phone Number]. If outside the U.S., Canada, and Puerto Rico, call collect at [International Phone Number].</li></ul> | <p>Existen varias maneras de iniciar una solicitud:</p> <ul style="list-style-type: none"><li>• En línea: usa los enlaces en la sección Resumen de la cuenta de la página principal de la Cuenta, en la página Manejar tu cuenta y la página Ayuda y Contacto. Ingresar la información solicitada y envía tu solicitud.</li><li>• Por teléfono: Llama al número que figura al dorso de tu tarjeta y habla con un representante de Servicio al Cliente.</li><li>• Solicitudes de emergencia: Comunícate con Servicio al Cliente al [número de teléfono de Servicio al Cliente]. Si te encuentras fuera de los EE.UU., llama con cobro revertido al [número de teléfono internacional].</li></ul> |  |  |  |  |  |                                                             |

|                              |   |   |         |                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |                                                                                                 |
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|                              |   |   | Heading | How do you determine my eligibility for a credit limit increase?                                                                                                                                                                                                                                                                            | ¿Cómo determinan mi elegibilidad para un aumento del límite de crédito?                                                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        | FAQ Categories: Account Management, Increasing Credit Limit                                     |
|                              |   |   | Text    | Our Credit Department may check your credit history. We may also consult credit information already on file and financial information you provide during the request process.                                                                                                                                                               | Nuestro Departamento de Crédito puede verificar tu historial de crédito. También podemos consultar la información de crédito ya registrada y la información financiera que proporcionas durante el proceso de solicitud.                                                                                                                                                                                     |     |               |                |                          |        |                                                                                                 |
|                              |   |   | Heading | How and when will I be notified with a decision about my request for a credit limit increase?                                                                                                                                                                                                                                               | ¿Cómo y cuándo me comunicarán la decisión acerca de mi solicitud de aumento del límite de crédito?                                                                                                                                                                                                                                                                                                           |     |               |                |                          |        | FAQ Categories: Account Management, Increasing Credit Limit                                     |
|                              |   |   | Text    | You will be contacted by email with a decision, typically within 4-8 hours.                                                                                                                                                                                                                                                                 | Nos comunicaremos contigo por email para proporcionarte una decisión, por lo general en un plazo de 4 a 8 horas.                                                                                                                                                                                                                                                                                             |     |               |                |                          |        |                                                                                                 |
| FUSION: DISPUTE A CHARGE FAQ |   |   |         |                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                              |     |               |                |                          |        |                                                                                                 |
| D                            | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                        | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                               | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                           |
|                              |   |   | Heading | Can I stop payment on a charge to avoid disputing it later?                                                                                                                                                                                                                                                                                 | ¿Puedo suspender el pago de un cargo para evitar disputarlo más adelante?                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        | FAQ Categories: Account Management, Disputing a Charge, Payments, Making a Payment, Collections |
|                              |   |   | Text    | We are required to pay merchants immediately. But you can contact the merchant directly to resolve your dispute when the transaction appears on your statement. If you cannot reach an agreement, you can dispute the charge online using links on the Manage Account or Help & Contact pages. Or call the number on the back of your card. | Nosotros estamos obligados a pagar a los comerciantes de inmediato. Pero podrás comunicarte con el comerciante directamente para resolver tu disputa cuando la transacción aparezca en tu estado de cuenta. Si no puedes llegar a un acuerdo, podrás disputar el cargo en línea usando los enlaces en las páginas Manejar la cuenta y Ayuda y Contacto. O llams al número que figura al dorso de tu tarjeta. |     |               |                |                          |        |                                                                                                 |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                          |  |  |  |  |  |                                                        |
|--|--|--|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--------------------------------------------------------|
|  |  |  | Heading | How do I dispute a charge online?                                                                                                                                                                                                                                                                                                                            | ¿Cómo disputo un cargo en línea?                                                                                                                                                                                                                                                                                                                                                                                         |  |  |  |  |  | FAQ Categories: Account Management, Disputing a Charge |
|  |  |  | Text    | If you're unable to resolve the dispute with the merchant directly, you can initiate a dispute online, using links on the Manage Account or Help & Contact pages. Or you can locate the transaction you want to dispute in your Account Activity, expand to see details and choose "Dispute Charge."                                                         | Si no puedes resolver la disputa con el comerciante directamente, podrás iniciar una disputa en línea, utilizando los enlaces en las páginas Manejar la cuenta o Ayuda y Contacto. O puedes buscar la transacción que deseas disputar en tu Actividad de la cuenta, ampliar para ver los detalles y elegir "Disputar cargo".                                                                                             |  |  |  |  |  |                                                        |
|  |  |  | Heading | How do I dispute charges made after my card was lost or stolen?                                                                                                                                                                                                                                                                                              | ¿Cómo disputo los cargos realizados después de la pérdida o el robo de mi tarjeta?                                                                                                                                                                                                                                                                                                                                       |  |  |  |  |  | FAQ Categories: Account Management, Disputing a Charge |
|  |  |  | Text    | You'll have an opportunity to review and identify unrecognized charges when you report your lost or stolen card. Use the links on the Manage Account or Help & Contact pages to submit a report. Or contact Customer Service at [Customer Service Phone Number]. If outside the U.S., Canada, and Puerto Rico, call collect at [International Phone Number]. | Tendrás la oportunidad de revisar e identificar los cargos no reconocidos cuando denuncies el robo o la pérdida de su tarjeta. Usa los enlaces en las páginas Manejar la cuenta o Ayuda y Contacto para enviar una denuncia. O bien, comunícate con Servicio al Cliente al [número de teléfono de Servicio al Cliente]. Si te encuentras fuera de los EE.UU., llama con cobro revertido al [International Phone Number]. |  |  |  |  |  |                                                        |
|  |  |  | Heading | How can I dispute a transaction that posted since my last statement?                                                                                                                                                                                                                                                                                         | ¿Cómo puedo disputar una transacción registrada desde mi último estado de cuenta?                                                                                                                                                                                                                                                                                                                                        |  |  |  |  |  | FAQ Categories: Account Management, Disputing a Charge |
|  |  |  | Text    | If you're unable to resolve your dispute with the merchant directly, you can submit a dispute online. Choose "Recent Activity" in your Account Activity and locate the transaction in question. Expand to see transaction details and choose "Dispute Charge."                                                                                               | Si no puedes resolver tu disputa con el comerciante directamente, puedes presentar una disputa en línea. Elige "Actividad reciente" en tu Actividad de la cuenta y busca la transacción en cuestión. Amplía para ver los detalles de la transacción y elige "Disputar cargo".                                                                                                                                            |  |  |  |  |  |                                                        |

|                                       |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |               |                |                          |        |                                                                        |
|---------------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------|
|                                       |   |   | Heading | Where do I find details about an unrecognized charge?                                                                                                                                                                                                                                                                                                                                                                                      | ¿Dónde encuentro los detalles de un cargo no reconocido?                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        | FAQ Categories: Account Management, Disputing a Charge                 |
|                                       |   |   | Text    | <p>Locate the charge in question in your Account Activity and expand to view transaction details. You can dispute the charge online if you're unable to resolve the issue with the merchant directly.</p> <p>If your card was lost or stolen, report it online immediately or contact Customer Service at [Customer Service Phone Number]. If outside the U.S., Canada, and Puerto Rico, call collect at [International Phone Number].</p> | <p>Busca el cargo en cuestión en tu Actividad de la cuenta y amplía para ver los detalles de la transacción. Puedes disputar el cargo en línea si no puedes resolver el problema con el comerciante directamente.</p> <p>Si perdiste o te robaron tu tarjeta, denúnciala en línea de inmediato o comunícate con Servicio al Cliente al [número de teléfono de Servicio al Cliente]. Si te encuentras fuera de los EE.UU., llama con cobro revertido al [número de teléfono internacional].</p> |     |               |                |                          |        |                                                                        |
|                                       |   |   | Heading | How and when will I be notified of the dispute outcome?                                                                                                                                                                                                                                                                                                                                                                                    | ¿Cómo y cuándo me comunicarán el resultado de la disputa?                                                                                                                                                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        | FAQ Categories: Account Management, Disputing a Charge                 |
|                                       |   |   | Text    | Once you've submitted your dispute and all required supporting documentation, you should allow at least 6 weeks for a resolution with the merchant. You will receive an email with the status of your dispute.                                                                                                                                                                                                                             | Una vez que hayas presentado tu disputa y toda la documentación de respaldo requerida, deberás esperar por lo menos 6 semanas para recibir una resolución con el comerciante. Recibirás un email con el estatus de tu disputa.                                                                                                                                                                                                                                                                 |     |               |                |                          |        |                                                                        |
| FUSION: REPORT A LOST/STOLEN CARD FAQ |   |   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |               |                |                          |        |                                                                        |
| D                                     | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                  |
|                                       |   |   | Heading | What if I report my card lost or stolen and have an upcoming or scheduled payment?                                                                                                                                                                                                                                                                                                                                                         | ¿Qué sucede si denuncio la pérdida o el robo de mi tarjeta y tengo un pago próximo o programado?                                                                                                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        | FAQ Categories: Account Management, Lost or Stolen Cards, Manage Cards |



|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |  |  |  |  |                             |                                                                        |
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|  |  |  | Text    | Once you report your card lost or stolen, you cannot make payments until your new card has been activated. Make a one-time payment or schedule future payments before submitting your report to avoid late fees.                                                                                                                                                                                                                                   | Una vez que denuncies la pérdida o el robo de tu tarjeta, no puedes efectuar pagos hasta que tu nueva tarjeta haya sido activada. Efectúa un pago por única vez o programa pagos futuros antes de enviar tu denuncia para evitar cargos por demora.                                                                                                                                                                                                                                                                  |  |  |  |  |  |                             |                                                                        |
|  |  |  | Heading | How do I report my card lost, stolen or that it was never received?                                                                                                                                                                                                                                                                                                                                                                                | ¿Cómo denuncio mi tarjeta perdida, robada o que no fue nunca recibida?                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  |                             | FAQ Categories: Account Management, Lost or Stolen Cards, Manage Cards |
|  |  |  | Text    | <p>Promptly report lost and stolen cards through links on the Manage Account or Help &amp; Contact pages. If you never received your card, please notify customer service by email using Secure Messages.</p> <p>You can also contact Customer Service at [Customer Service Phone Number]. If outside the U.S., Canada, and Puerto Rico, call collect at [International Phone Number]. Newly issued cards typically arrive within X to X days.</p> | Denuncia de inmediato la pérdida y el robo de tarjetas a través de los enlaces en las páginas Manejar la cuenta o Ayuda y Contacto. Si nunca recibiste tu tarjeta, notifica a Servicio al Cliente por email utilizando Mensajes seguros. También puedes comunicarte con Servicio al Cliente al [Customer Service Phone Number]. Si te encuentras fuera de los EE.UU., llama con cobro revertido al [número de teléfono internacional]. Las nuevas tarjetas emitidas por lo general llegan en un plazo de X a X días. |  |  |  |  |  | FAQ Categories: New Message |                                                                        |
|  |  |  | Heading | How do I dispute charges made after my card was lost or stolen?                                                                                                                                                                                                                                                                                                                                                                                    | ¿Cómo disputo los cargos realizados después de la pérdida o el robo de mi tarjeta?                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |                             | FAQ Categories: Account Management, Lost or Stolen Cards, Manage Cards |



|                                        |   |   |         |                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        |                                                                        |
|----------------------------------------|---|---|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------|
|                                        |   |   | Text    | You will be asked to review and identify unrecognized charges when you report your lost or stolen card. Use the links on the Manage Account or Help & Contact pages to submit a report. Or contact Customer Service at [Customer Service Phone Number]. If outside the U.S., Canada, and Puerto Rico, call collect at [International Phone Number]. | Se te pedirá que revises e identifiques los cargos no reconocidos cuando denuncies el robo o la pérdida de tu tarjeta. Usa los enlaces en las páginas Manejar la cuenta o Ayuda y Contacto para enviar una denuncia. O comunícate con Servicio al Cliente al [Customer Service Phone Number]. Si te encuentras fuera de los EE.UU., llama con cobro revertido al [número de teléfono internacional]. |     |               |                |                          |        |                                                                        |
|                                        |   |   | Heading | When will I receive a new card if my card was lost or stolen?                                                                                                                                                                                                                                                                                       | ¿Cuándo recibiré una nueva tarjeta si me robaron o perdí mi tarjeta?                                                                                                                                                                                                                                                                                                                                 |     |               |                |                          |        | FAQ Categories: Account Management, Lost or Stolen Cards, Manage Cards |
|                                        |   |   | Text    | If your address is verified, you can expect replacement cards to arrive by mail within 10 days. If you have recently changed your address, it may take longer while we verify your address.                                                                                                                                                         | Si se ha verificado tu dirección, las tarjetas de reemplazo podrían llegar por correo en un plazo de 10 días. Si recientemente has cambiado de dirección, podría llevar más tiempo mientras verificamos tu dirección.                                                                                                                                                                                |     |               |                |                          |        |                                                                        |
|                                        |   |   | Heading | Can I still access my account after reporting my card lost or stolen?                                                                                                                                                                                                                                                                               | ¿Puedo seguir accediendo a mi cuenta después de denunciar la pérdida o el robo de mi tarjeta?                                                                                                                                                                                                                                                                                                        |     |               |                |                          |        | FAQ Categories: Account Management, Lost or Stolen Cards, Manage Cards |
|                                        |   |   | Text    | For your protection, certain account features associated with the lost or stolen card will no longer be available. However, full access to statements and other features will be available once you activate your new card.                                                                                                                         | Para tu protección, ciertas características de la cuenta asociadas con la tarjeta perdida o robada ya no estarán disponibles. Sin embargo, tendrás pleno acceso a los estados de cuenta y a otras características una vez que actives tu nueva tarjeta.                                                                                                                                              |     |               |                |                          |        |                                                                        |
| FUSION: REQUEST A REPLACEMENT CARD FAQ |   |   |         |                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                      |     |               |                |                          |        |                                                                        |
| D                                      | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                                                                       | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                  |
|                                        |   |   | Heading | Can I request cards for additional users?                                                                                                                                                                                                                                                                                                           | ¿Puedo solicitar tarjetas para usuarios adicionales?                                                                                                                                                                                                                                                                                                                                                 |     |               |                |                          |        | FAQ Categories: Account Management, Replacement Cards, Manage Cards    |



|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |  |  |  |                                                                     |
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|  |  |  | Text    | <p>If you are eligible, you may add Authorized Users to your account through your Profile page. You can also request replacement cards for Authorized Users at any time. Authorized Users can:</p> <ul style="list-style-type: none"><li>• Report cards lost or stolen</li><li>• Obtain account information</li><li>• Initiate billing disputes</li><li>• Request statement copies</li><li>• Make payments</li><li>• Inquire about fees</li></ul> <p>NOTE: Authorized Users CANNOT close the account, add another Authorized User or request a lower APR.</p> | <p>Si eres elegible, podrás agregar Usuarios Autorizados a tu cuenta a través de tu página de Perfil. También puedes solicitar tarjetas de reemplazo para los Usuarios Autorizados en cualquier momento. Los Usuarios Autorizados pueden:</p> <ul style="list-style-type: none"><li>• Denunciar la pérdida o el robo de tarjetas</li><li>• Obtener información de la cuenta</li><li>• Iniciar disputas sobre facturación</li><li>• Solicitar copias de estados de cuenta</li><li>• Efectuar pagos</li><li>• Consultar acerca de los cargos</li></ul> <p>NOTA: Los Usuarios Autorizados NO PUEDEN cerrar la cuenta, agregar otro Usuario Autorizado ni solicitar una tasa APR más baja.</p> |  |  |  |  |  |                                                                     |
|  |  |  | Heading | How do I request a replacement card?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ¿Cómo solicito una tarjeta de reemplazo?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  | FAQ Categories: Account Management, Replacement Cards, Manage Cards |
|  |  |  | Text    | Submit requests for replacement cards through links on the Manage Account or Help & Contact pages.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Envía solicitudes de tarjetas de reemplazo a través de los enlaces en las páginas Manejar la cuenta o Ayuda y Contacto.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |  |  |  |                                                                     |
|  |  |  | Heading | When will I get my replacement card?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ¿Cuándo obtendré mi tarjeta de reemplazo?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |  |  |  | FAQ Categories: Account Management, Replacement Cards, Manage Cards |
|  |  |  | Text    | With a verified address, you can expect replacement cards to arrive by mail within 10 days.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Con una dirección verificada, las tarjetas de reemplazo pueden llegar por correo en un plazo de 10 días.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |                                                                     |
|  |  |  | Heading | Will I receive a new card when my card is near expiration?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ¿Recibiré una nueva tarjeta cuando mi tarjeta esté por vencer?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  | FAQ Categories: Account Management, Replacement Cards, Manage Cards |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |  |  |  |  |                                                                     |
|--|--|--|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|---------------------------------------------------------------------|
|  |  |  | Text    | <p>Your current card is valid through the last day of the embossed expiration date. When the card nears expiration, a review is conducted to determine if we are able to reissue a card. When reissued, new card(s) are mailed within the first 2 weeks of the month in which the card expires. Keep in mind that you must maintain the account in accordance with the terms of your Cardmember Agreement to receive a reissued card. Activate your new card by following the directions listed on the activation sticker placed on the card.</p> | <p>Tu tarjeta actual es válida hasta el último día de la fecha de vencimiento grabada. Cuando se acerca el vencimiento de la tarjeta, se realiza una revisión para determinar si podemos volver a emitir una tarjeta. Al volver a emitirla(s), la(s) nueva(s) tarjeta(s) se envía(n) por correo dentro de las primeras 2 semanas del mes en que la(s) tarjeta(s) vence(n). Ten presente que debes mantener la cuenta de acuerdo con los términos de tu Contrato de Tarjeta habiente para recibir una nueva tarjeta emitida. Activa tu nueva tarjeta siguiendo las instrucciones indicadas en la etiqueta adhesiva de activación colocada en la tarjeta.</p> |  |  |  |  |  |                                                                     |
|  |  |  | Heading | <p>How do I report my card lost, stolen or that it was never received?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>¿Cómo denuncio mi tarjeta perdida, robada o que no fue nunca recibida?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |  |  | FAQ Categories: Account Management, Replacement Cards, Manage Cards |
|  |  |  | Text    | <p>Promptly report lost and stolen cards through links on the Manage Account or Help &amp; Contact pages. If you never received your card, please notify customer service by email using Secure Messages.</p> <p>You can also contact Customer Service at [Customer Service Phone Number]. If outside the U.S., call collect at [International Phone Number]. Newly issued cards typically arrive within X to X days.</p>                                                                                                                         | <p>Denuncia de inmediato la pérdida y el robo de tarjetas a través de los enlaces en las páginas Manejar la cuenta o Ayuda y Contacto. Si nunca recibiste tu tarjeta, notifica a Servicio al Cliente por email utilizando Mensajes seguros.</p> <p>También puedes comunicarte con Servicio al Cliente al [Customer Service Phone Number]. Si te encuentras fuera de los EE.UU., llama con cobro revertido al [número de teléfono internacional]. Las nuevas tarjetas emitidas por lo general llegan en un plazo de X a X días.</p>                                                                                                                          |  |  |  |  |  |                                                                     |

| FUSION: SECURE MESSAGES FAQ |   |   |         |                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                             |     |               |                |                          |        |                                                                   |
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| D                           | T | M | ELEMENT | COPY                                                                                                                                                                                                            | COPY (SPANISH)                                                                                                                                                                                                                                              | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                             |
|                             |   |   | Heading | How do I send a new message?                                                                                                                                                                                    | ¿Cómo envío un mensaje nuevo?                                                                                                                                                                                                                               |     |               |                |                          |        | FAQ Categories: Account Information, Secure Messages, New Message |
|                             |   |   | Text    | Compose new messages through Secure Messages, located on the Help & Contact page. You can also use the links on the Help section on each page.                                                                  | Crea nuevos mensajes a través de Mensajes Seguros, que se encuentra en la página Ayuda y Contacto. También puedes usar los enlaces en la sección Ayuda de cada página.                                                                                      |     |               |                |                          |        |                                                                   |
|                             |   |   | Heading | How do I review my message status?                                                                                                                                                                              | ¿Cómo reviso el estatus de mis mensajes?                                                                                                                                                                                                                    |     |               |                |                          |        | FAQ Categories: Account Information, Secure Messages, New Message |
|                             |   |   | Text    | You'll receive an email and account notification when you have new messages. You can access new messages through these notifications or directly through your Secure Messages inbox on the Help & Contact page. | Recibirás un email y una notificación de la cuenta cuando tengas nuevos mensajes. Podrás acceder a los nuevos mensajes a través de estas notificaciones o directamente a través de tu bandeja de entrada de Mensajes Seguros en la página Ayuda y Contacto. |     |               |                |                          |        |                                                                   |
|                             |   |   | Heading | How do I respond to, or update, an existing message?                                                                                                                                                            | ¿Cómo respondo, o actualizo, un mensaje existente?                                                                                                                                                                                                          |     |               |                |                          |        | FAQ Categories: Account Information, Secure Messages, New Message |
|                             |   |   | Text    | Select a message in your Secure Messages inbox on the Manage Account page to open and send a reply.                                                                                                             | Selecciona un mensaje en tu bandeja de entrada de Mensajes seguros en la página Manejar la cuenta para abrir y enviar una respuesta.                                                                                                                        |     |               |                |                          |        |                                                                   |
|                             |   |   | Heading | How do I read messages?                                                                                                                                                                                         | ¿Cómo puedo leer los mensajes?                                                                                                                                                                                                                              |     |               |                |                          |        | FAQ Categories: Account Information, Secure Messages, New Message |

|                          |   |   | Text    | You'll receive email and account notifications when you have new mail. Access new messages through these notifications or through your Secure Messages inbox on the Help & Contact page.   | Recibirás un email y notificaciones de la cuenta cuando tengas correo nuevo. Accede a los nuevos mensajes a través de estas notificaciones o a través de tu bandeja de entrada de Mensajes Seguros en la página Ayuda y Contacto.              |     |               |                |                          |        |                                                                                           |
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| FUSION: MY DOCUMENTS FAQ |   |   |         |                                                                                                                                                                                            |                                                                                                                                                                                                                                                |     |               |                |                          |        |                                                                                           |
| D                        | T | M | ELEMENT | COPY                                                                                                                                                                                       | COPY (SPANISH)                                                                                                                                                                                                                                 | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                     |
|                          |   |   | Heading | How do I request a paper copy of a Paperless Letter?                                                                                                                                       | ¿Cómo puedo solicitar una copia impresa de un documento del Programa Paperless Letters?                                                                                                                                                        |     |               |                |                          |        | FAQ Categories: Account Information, Account Management, My Documents, Paperless Settings |
|                          |   |   | Text    | If you choose Paperless Letters and then want a paper copy, you can always download and print copies of letters. You can also request paper copies at the number on the back of your card. | Si eliges el Programa Paperless Letters y luego deseas una copia impresa, siempre podrás descargar e imprimir copias de las cartas. También puedes solicitar copias impresas llamando al número de teléfono que figura al dorso de tu tarjeta. |     |               |                |                          |        |                                                                                           |
|                          |   |   | Heading | How long is a Paperless Letter saved in My Documents?                                                                                                                                      | ¿Cuánto tiempo se guardará una carta del Programa Paperless Letters en Mis documentos?                                                                                                                                                         |     |               |                |                          |        | FAQ Categories: Account Information, Account Management, My Documents, Paperless Settings |
|                          |   |   | Text    | A Paperless Letter is saved in My Documents for 12 months after the date it was made available.                                                                                            | Las cartas del Programa Paperless Letters se guardan en Mis documentos durante 12 meses a partir de la fecha en que se pusieron a disposición.                                                                                                 |     |               |                |                          |        |                                                                                           |
|                          |   |   | Heading | How do I request a Paperless Letter that has been deleted from My Documents?                                                                                                               | ¿Cómo solicito una carta del Programa Paperless Letters que ha sido eliminada de Mis documentos?                                                                                                                                               |     |               |                |                          |        | FAQ Categories: Account Information, Account Management, My Documents, Paperless Settings |

|                                                                                                                 |   |   | Text    | If you'd like a paper copy of a document that is no longer available online, call the number on the back of your card and we will mail it to you. It's also a good idea to save a document to your computer if you'd like to keep it for a longer period of time, or print a copy for your files. | Si deseas una copia impresa de un documento que ya no está disponible en línea, llama al número que figura al dorso de tu tarjeta y te la enviaremos por correo. También es conveniente guardar un documento en tu computadora si deseas conservarlo por más tiempo, o imprimir una copia para tus registros. |     |               |                |                          |        |                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------|---|---|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------|
| FUSION: FAQ MODULE: REGISTRATION FAQ FOR UPDATE PROFILE FORM, LINKING FORM, PROFILE FORM, UNMAPPED NAME ON CARD |   |   |         |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                               |     |               |                |                          |        |                                                                                                                               |
| D                                                                                                               | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                              | COPY (SPANISH)                                                                                                                                                                                                                                                                                                | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                         |
|                                                                                                                 |   |   | Heading | Why are characters hidden when I type them?                                                                                                                                                                                                                                                       | ¿Por qué los caracteres se ocultan cuando escribo?                                                                                                                                                                                                                                                            |     |               |                |                          |        | FAQ Categories: Account Information, Registration                                                                             |
|                                                                                                                 |   |   | Text    | Throughout the site, we mask data to help keep your personal information secure.                                                                                                                                                                                                                  | En todo el sitio, ocultamos los datos para ayudar a mantener segura tu información personal.                                                                                                                                                                                                                  |     |               |                |                          |        | Translation note: Legal inserted the word “help” into the English copy. Need to ensure Spanish translation is still accurate. |
|                                                                                                                 |   |   | Heading | I want to have more than one email on my account — is that possible?                                                                                                                                                                                                                              | Quiero tener más de un email en mi cuenta; ¿es posible?                                                                                                                                                                                                                                                       |     |               |                |                          |        | FAQ Categories: Account Information, Registration                                                                             |
|                                                                                                                 |   |   | Text    | Not at the moment. Currently, you can provide one email address for your account. However, you may select up to two additional email addresses for alerts.                                                                                                                                        | No por el momento. Actualmente, puedes proporcionar una dirección de email para tu cuenta. Sin embargo, puedes seleccionar hasta dos direcciones de email adicionales para alertas.                                                                                                                           |     |               |                |                          |        |                                                                                                                               |
|                                                                                                                 |   |   | Heading | Why am I receiving an error message that reads, “User ID is already in use”?                                                                                                                                                                                                                      | ¿Por qué recibo el mensaje de error “La Identificación de Usuario ya está en uso”?                                                                                                                                                                                                                            |     |               |                |                          |        | FAQ Categories: Account Information, Registration                                                                             |
|                                                                                                                 |   |   | Text    | Unfortunately, someone else is already registered with that User ID. You will need to create a new, unique User ID for your account.                                                                                                                                                              | Lamentablemente, otra persona ya está registrada con esa Identificación de Usuario. Deberás crear una Identificación de Usuario única para tu cuenta.                                                                                                                                                         |     |               |                |                          |        |                                                                                                                               |

|                                                                                                                |   |   |         |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                  |                             |                                         |                |                          |        |                                                                 |
|----------------------------------------------------------------------------------------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------|
|                                                                                                                |   |   | Heading | I'm concerned about security. What makes a secure User ID and Password?                                                                                                                                                                                            | Estoy preocupado por la seguridad. ¿Qué hace que una Identificación de Usuario y Contraseña sean seguros?                                                                                                                                                                                                        |                             |                                         |                |                          |        | FAQ Categories: Account Information, Registration               |
|                                                                                                                |   |   | Text    | A secure password is important, and we've created User ID and Password Guidelines to help.                                                                                                                                                                         | Una contraseña segura es importante, y hemos creado Pautas sobre la Identificación de Usuario y la Contraseña para ayudar.                                                                                                                                                                                       |                             |                                         |                |                          |        |                                                                 |
|                                                                                                                |   |   | Link    | User ID and Password Guidelines                                                                                                                                                                                                                                    | Pautas sobre la Identificación de Usuario y la Contraseña                                                                                                                                                                                                                                                        | Link opens in a new window. | El enlace se abre en una ventana nueva. |                |                          |        | User ID & Password Guidelines link opens a new Content Modal.   |
| FUSION: FAQ MODULE: FUSION REGISTRATION: FAQ FOR ACTIVATION, ACTIVATION CONFIRMATION AND ACTIVATE REISSUE FORM |   |   |         |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                  |                             |                                         |                |                          |        |                                                                 |
| D                                                                                                              | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                               | COPY (SPANISH)                                                                                                                                                                                                                                                                                                   | ADA                         | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                           |
|                                                                                                                |   |   | Heading | Why does it say I have a reissued card?                                                                                                                                                                                                                            | ¿Por qué dice que tengo una tarjeta reemitida?                                                                                                                                                                                                                                                                   |                             |                                         |                |                          |        | FAQ Categories: Account Information, Registration, Manage Cards |
|                                                                                                                |   |   | Text    | Even if you did not request a new card, we may have issued you one automatically. To verify your information, you may need to enter the last 3 digits on the signature panel of the old card. If you don't receive the new card within 14 days, please contact us. | Incluso si no solicitaste una nueva tarjeta, es posible que nosotros te hayamos emitido una automáticamente. Para verificar tu información, quizás debas ingresar los últimos 3 dígitos en el recuadro para la firma de la tarjeta anterior. Si no recibes la nueva tarjeta en 14 días, comunícate con nosotros. |                             |                                         |                |                          |        |                                                                 |
|                                                                                                                |   |   | Heading | What happens if I don't want to activate my card?                                                                                                                                                                                                                  | ¿Qué sucede si no quiero activar mi tarjeta?                                                                                                                                                                                                                                                                     |                             |                                         |                |                          |        | FAQ Categories: Account Information, Registration, Manage Cards |
|                                                                                                                |   |   | Text    | If you don't activate your card, you cannot make purchases on it. You can, however, register for online account management. Anytime you want to activate it, just return to this site or contact us.                                                               | Si no activas tu tarjeta, no podrás realizar compras con ella. Sin embargo, puedes registrarte para el manejo de la cuenta en línea. En cualquier momento que desees activarla, simplemente regresa al sitio o comunícate con nosotros.                                                                          |                             |                                         |                |                          |        |                                                                 |
| FUSION: FAQ MODULE: FUSION REGISTRATION: FAQ FOR CREATE SECURITY QUESTIONS FORM                                |   |   |         |                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                  |                             |                                         |                |                          |        |                                                                 |
| D                                                                                                              | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                               | COPY (SPANISH)                                                                                                                                                                                                                                                                                                   | ADA                         | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                           |
|                                                                                                                |   |   | Heading | Why do I need to set up security questions?                                                                                                                                                                                                                        | ¿Por qué debo establecer preguntas de seguridad?                                                                                                                                                                                                                                                                 |                             |                                         |                |                          |        | FAQ Categories: Account Information, Registration               |



|                                                                                                                                           |   |   |         |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |     |               |                |                          |        |                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------|---|---|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------|
|                                                                                                                                           |   |   | Text    | Security questions add another layer of protection for your account. When you create them, you provide us with a set of personal questions and answers that only you know the answer to. We may ask you to answer these questions in future online sessions as a way to verify your identity. | Las preguntas de seguridad suman otro nivel de protección a tu cuenta. Cuando tú las creas, nos proporcionas una serie de preguntas y respuestas personales que sólo tú conoces la respuesta. Podemos pedirte que respondas estas preguntas en futuras sesiones en línea como manera de verificar tu identidad. |     |               |                |                          |        |                                                   |
|                                                                                                                                           |   |   | Heading | When will I be asked these security questions?                                                                                                                                                                                                                                                | ¿Cuándo me harán estas preguntas de seguridad?                                                                                                                                                                                                                                                                  |     |               |                |                          |        | FAQ Categories: Account Information, Registration |
|                                                                                                                                           |   |   | Text    | We evaluate a number of factors in determining whether to ask you a security question. These factors can include the transaction type that you request and the device from which you’re accessing the website.                                                                                | Evalúamos varios factores para determinar si te hacemos una pregunta de seguridad. Estos factores pueden incluir el tipo de transacción que solicitas y el dispositivo desde el cual accedes al website.                                                                                                        |     |               |                |                          |        |                                                   |
|                                                                                                                                           |   |   | Heading | Will I need to share my security question answers with other users on this account?                                                                                                                                                                                                           | ¿Tendré que compartir las respuestas a mis preguntas de seguridad con otros usuarios en esta cuenta?                                                                                                                                                                                                            |     |               |                |                          |        | FAQ Categories: Account Information, Registration |
|                                                                                                                                           |   |   | Text    | No. For your security, you should not share your User ID, password or security questions with anyone. Authorized Users on your account may create their own User ID and security questions.                                                                                                   | No. Por tu seguridad, no debes compartir tu Identificación de Usuario, contraseña o preguntas de seguridad con nadie. Cada usuario en tu cuenta puede crear su propia Identificación de Usuario y preguntas de seguridad.                                                                                       |     |               |                |                          |        |                                                   |
| FUSION: FAQ MODULE: FUSION REGISTRATION: FAQ FOR INDEX/PAPERLESS PREFERENCES, ALERTS FORM, ONLINE BILLPAY FORM AND PROACTIVE LINKING FORM |   |   |         |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                 |     |               |                |                          |        |                                                   |
| D                                                                                                                                         | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                          | COPY (SPANISH)                                                                                                                                                                                                                                                                                                  | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                             |
|                                                                                                                                           |   |   | Heading | How will I know when my statement is available if I set up Paperless Statements and Letters?                                                                                                                                                                                                  | ¿Cómo sabré cuando mi estado de cuenta está disponible si configuro el Programa Paperless Statements y Letters?                                                                                                                                                                                                 |     |               |                |                          |        | FAQ Categories: Account Information, Registration |



|                                   |   |   |         |                                                                                                                                                                     |                                                                                                                                                                                                   |     |               |                |                          |        |                                                                                 |
|-----------------------------------|---|---|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|---------------------------------------------------------------------------------|
|                                   |   |   | Text    | We automatically email you when your statement is ready to be viewed or downloaded.                                                                                 | Te enviaremos un email automáticamente cuando tu estado de cuenta esté disponible para que lo veas o descargues en línea.                                                                         |     |               |                |                          |        |                                                                                 |
|                                   |   |   | Heading | When can I change my paperless status?                                                                                                                              | ¿Cuándo puedo cambiar mi estatus de comunicaciones en línea?                                                                                                                                      |     |               |                |                          |        | FAQ Categories: Account Information, Registration                               |
|                                   |   |   | Text    | At any time once you have a registered account.                                                                                                                     | En cualquier momento una vez que tengas una cuenta registrada.                                                                                                                                    |     |               |                |                          |        |                                                                                 |
|                                   |   |   | Heading | When can I start making payments?                                                                                                                                   | ¿Cuándo puedo comenzar a efectuar pagos?                                                                                                                                                          |     |               |                |                          |        | FAQ Categories: Account Information, Registration                               |
|                                   |   |   | Text    | After you're registered, you can make payments as long as there is a balance on your account.                                                                       | Después de que te registres, puedes efectuar pagos siempre que haya un balance/saldo en tu cuenta.                                                                                                |     |               |                |                          |        |                                                                                 |
| FUSION: UPDATE INCOME INFORMATION |   |   |         |                                                                                                                                                                     |                                                                                                                                                                                                   |     |               |                |                          |        |                                                                                 |
| D                                 | T | M | ELEMENT | COPY                                                                                                                                                                | COPY (SPANISH)                                                                                                                                                                                    | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                           |
|                                   |   |   | Heading | Why am I asked to update my income information?                                                                                                                     | ¿Por qué me solicitan que actualice la información sobre mis ingresos?                                                                                                                            |     |               |                |                          |        | FAQ Categories: Account Management, Increasing Credit Limit, Income Information |
|                                   |   |   | Text    | In order to better meet your credit needs, we periodically ask that you review and update your income information.                                                  | A fin de satisfacer mejor tus necesidades de crédito, te pedimos periódicamente que revises y actualices la información sobre tus ingresos.                                                       |     |               |                |                          |        |                                                                                 |
|                                   |   |   | Heading | How is my income information used?                                                                                                                                  | ¿Cómo se utiliza la información sobre mis ingresos?                                                                                                                                               |     |               |                |                          |        | FAQ Categories: Account Management, Increasing Credit Limit, Income Information |
|                                   |   |   | Text    | This information, along with your credit history, can help determine your eligibility for a credit line increase. So keeping your information current is important. | Esta información, junto con tu historial de crédito, puede ayudarte a determinar tu elegibilidad para un aumento de línea de crédito. Por eso, mantener tu información actualizada es importante. |     |               |                |                          |        |                                                                                 |
|                                   |   |   | Heading | How do I request a credit limit increase?                                                                                                                           | ¿Cómo solicito un aumento del límite de crédito?                                                                                                                                                  |     |               |                |                          |        | FAQ Categories: Account Management, Increasing Credit Limit, Income Information |

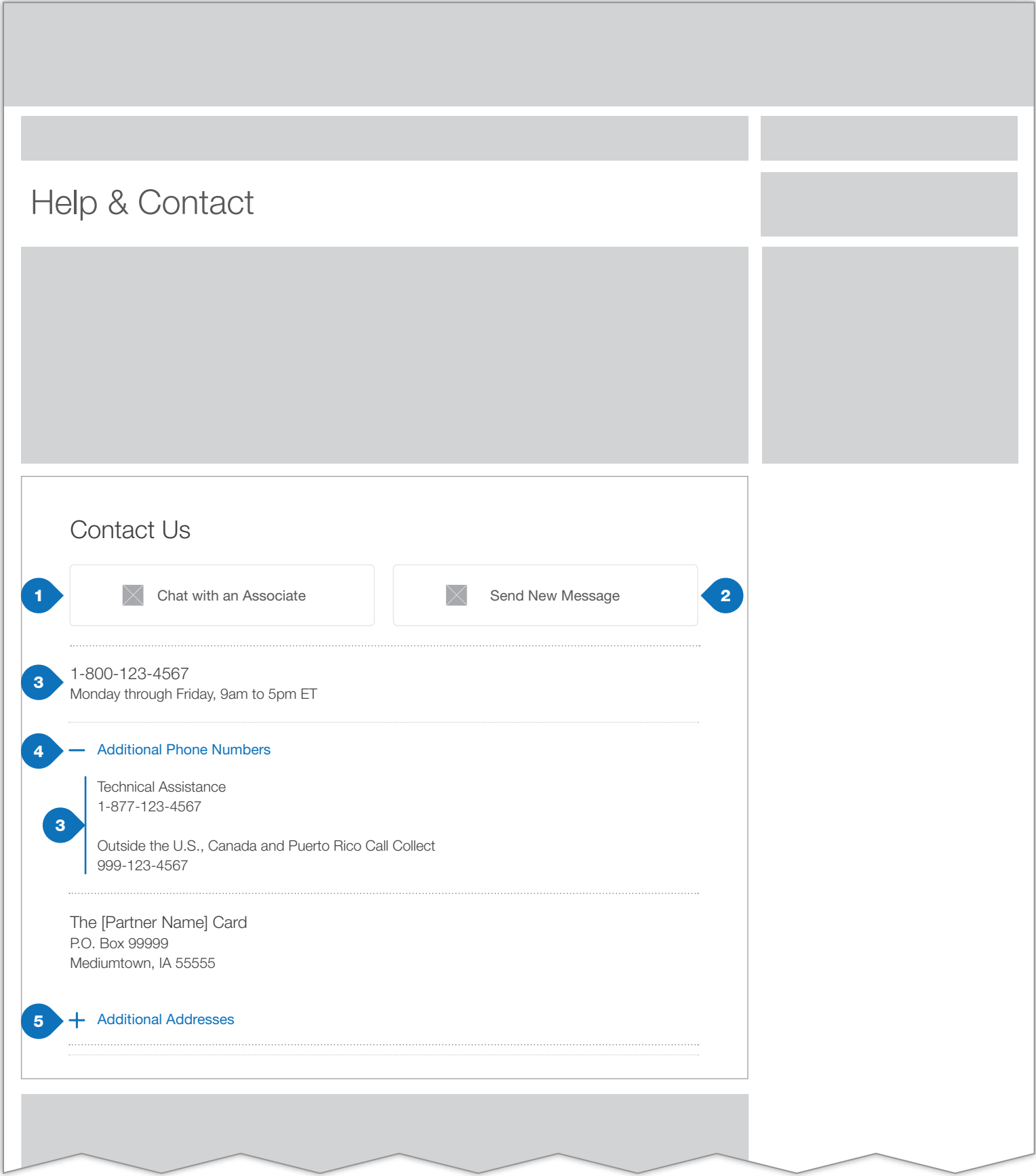


|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |  |  |  |  |
|--|--|--|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|
|  |  |  | Text | <p>There are several ways to initiate a request:</p> <ul style="list-style-type: none"><li>• Online: use links in the Account Summary section of the Credit Home page, on the Manage Account page and the Help &amp; Contact page. Enter the required information and submit your request.</li><li>• By Phone: Call the number on the back of your card and speak to a Customer Service representative.</li><li>• Emergency Requests: Contact Customer Service at [Customer Service Phone Number]. If outside the U.S., Canada, and Puerto Rico, call collect at [International Phone Number].</li></ul> | <p>Existen varias maneras de iniciar una solicitud:</p> <ul style="list-style-type: none"><li>• En línea: usa los enlaces en la sección Resumen de la cuenta de la página principal de la Cuenta, en la página Manejar tu cuenta y la página Ayuda y Contacto. Ingresar la información solicitada y envía tu solicitud.</li><li>• Por teléfono: Llama al número que figura al dorso de tu tarjeta y habla con un representante de Servicio al Cliente.</li><li>• Solicitudes de emergencia: Comunícate con Servicio al Cliente al [número de teléfono de Servicio al Cliente]. Si te encuentras fuera de los EE.UU., llama con cobro revertido al [International Phone Number].</li></ul> |  |  |  |  |  |  |
|--|--|--|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|

Fusion 7 White Label Standard

# Contact Information Module

Wireframe: Contact Information Module, Large View



Page Notes

Module Type: Informational Module

This is the Contact Information Module. Content and interactions are consistent across Extra Large, Large, and Medium breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                          | Action                                                                                        | Notes                                                                                                                                       |
|-----|----------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Chat with an Associate Button    | onClick displays the Chat Module                                                              | Chat is conditional. It will not be shown if agents are not available or if the user is on an unsupported device                            |
| 2   | Send Secure Message Button       | onClick displays the New Message Module                                                       | Conditional content. Appears disabled if user is in bankrupt or charged off status.<br><i>See Wireframe: New Message Module, Large View</i> |
| 3   | Call Text                        | None<br>Conditional behavior. onClick dials phone number in small and extra-small breakpoints |                                                                                                                                             |
| 4   | +/- Additional Phone Number Link | onLoad content is hidden<br>onClick displays or hides Additional Phone Numbers                | Conditional Content. Does not display link if there are no phone numbers to display.                                                        |
| 5   | +/- Additional Addresses Link    | onLoad content is hidden<br>onClick displays or hides Additional Addresses                    | Conditional Content. Does not display link if there are no addresses to display.                                                            |

Wireframe: Contact Information Module - Bad Account Status, Large View

Help & Contact

Contact Us

Chat with an Associate

Send New Message

1-800-767-0291

Monday through Friday, 9am to 5pm ET

+ Additional Phone Numbers

The Goodyear Credit Card

P.O. Box 183015

Columbus, OH 43218-3015

+ Additional Addresses

Page Notes

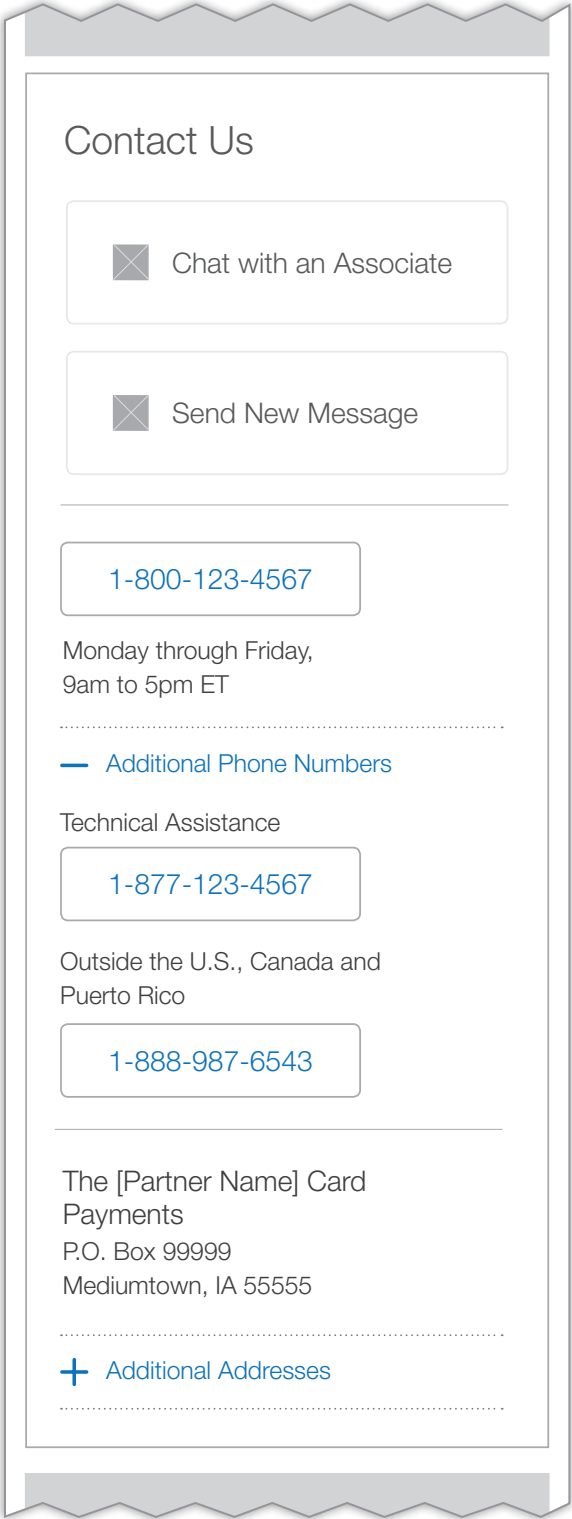
Module Type: Informational Module

This is the Contact Information Module for users whose account is in bankrupt or charged off status. Content and interactions are consistent across Extra Large, Large, and Medium breakpoints. If the module fails to load, display Module Failure.

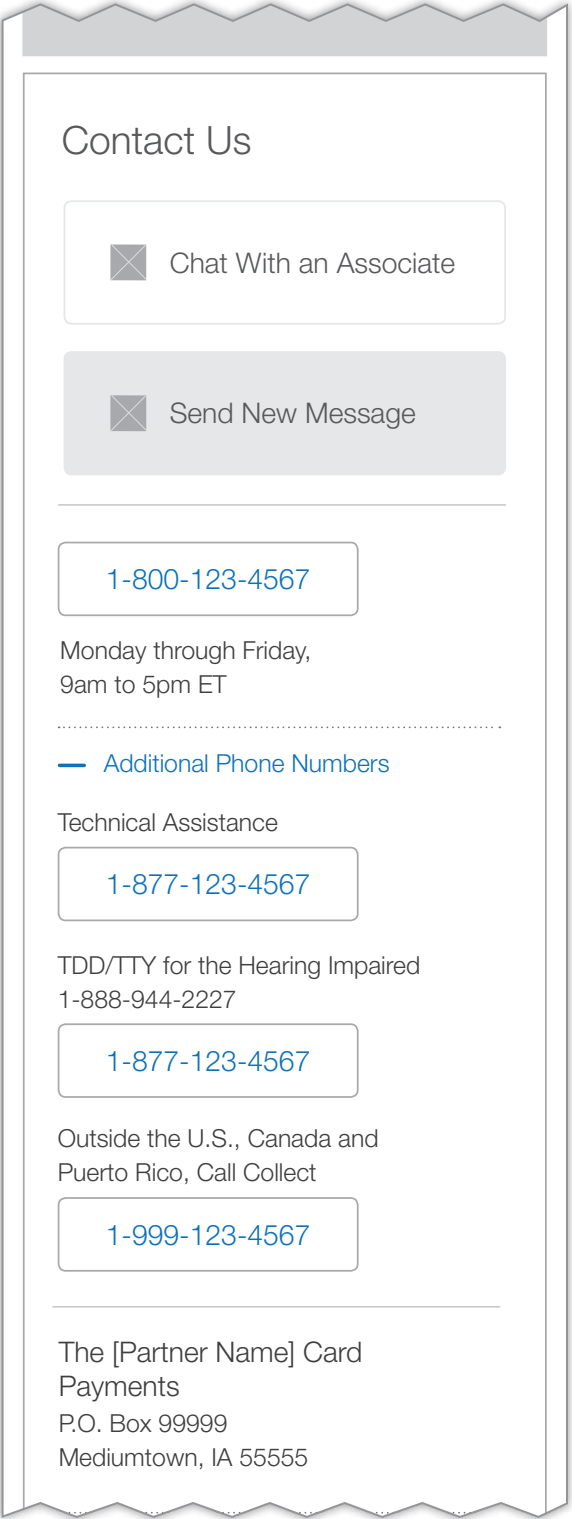
Interaction Notes

| Key | Element                 | Action | Notes                                                                               |
|-----|-------------------------|--------|-------------------------------------------------------------------------------------|
| 1   | Send New Message Button | None   | Conditional content. Appears disabled if user is in bankrupt or charged off status. |

# Wireframe: Contact Information Module, Extra Small View



Default View



Bad Account Status

## Page Notes

Module Type: Informational Module

This is the Contact Information Module. Content and interactions are consistent across Small and Extra Small breakpoints. If the module fails to load, displays Module Failure.

| FUSION: CONTACT INFORMATION DETAILS MODULE |   |   |         |                                                                      |                                                                         |                      |                                |                |                          |        |                                                                                          |
|--------------------------------------------|---|---|---------|----------------------------------------------------------------------|-------------------------------------------------------------------------|----------------------|--------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------|
| D                                          | T | M | ELEMENT | COPY                                                                 | COPY (SPANISH)                                                          | ADA                  | ADA (SPANISH)                  | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                    |
|                                            |   |   | Header  | Contact Us                                                           | Contacto                                                                |                      |                                |                |                          |        |                                                                                          |
|                                            |   |   | Button  | Chat with an Associate                                               | Chatear con un asociado                                                 |                      |                                |                |                          |        | Launches Chat function.                                                                  |
|                                            |   |   | Button  | Send New Message                                                     | Enviar mensaje nuevo                                                    |                      |                                |                |                          |        | Launches New Message Module.                                                             |
|                                            |   |   | Text    | [XXX-XXX-XXXX]                                                       | [XXX-XXX-XXXX]                                                          | Contact us by phone. | Contáctanos por teléfono.      |                |                          |        | Primary partner Customer Service phone number                                            |
|                                            |   |   | Text    | [Hours of Operation]                                                 | [Hours of Operation]                                                    |                      |                                |                |                          |        |                                                                                          |
|                                            |   |   | Link    | Additional Phone Numbers                                             | Números de teléfono adicionales                                         |                      |                                |                |                          |        | Expands/Hides “Additional Phone Numbers” content.                                        |
|                                            |   |   | Subhead | Technical Assistance                                                 | Asistencia Técnica                                                      |                      |                                |                |                          |        | Displays in expanded state.                                                              |
|                                            |   |   | Text    | [XXX-XXX-XXXX]                                                       | [XXX-XXX-XXXX]                                                          |                      |                                |                |                          |        | Displays in expanded state.<br><br>Partner Technical Assistance Number                   |
|                                            |   |   | Subhead | TDD/TTY for the Hearing Impaired                                     | TDD/TTY para Personas con Deficiencias Auditivas                        |                      |                                |                |                          |        | Displays in expanded state.                                                              |
|                                            |   |   | Text    | [XXX-XXX-XXXX]                                                       | [XXX-XXX-XXXX]                                                          |                      |                                |                |                          |        | Displays in expanded state.<br><br>Partner TDD/TTY for the Hearing Impaired Phone Number |
|                                            |   |   | Subhead | Outside the U.S., Canada and Puerto Rico, Call Collect               | Fuera de los EE.UU., Canadá y Puerto Rico, llama con cobro revertido al |                      |                                |                |                          |        | Displays in expanded state.                                                              |
|                                            |   |   | Text    | [XXX-XXX-XXXX]                                                       | [XXX-XXX-XXXX]                                                          |                      |                                |                |                          |        | Displays in expanded state.<br><br>Partner Outside the U.S., Canada and Puerto Rico      |
|                                            |   |   | Text    | [Partner Name]<br>[Partner Address Line One]<br>[City] [State] [ZIP] | [Partner Name]<br>[Partner Address Line One]<br>[City] [State] [ZIP]    | Contact us by mail.  | Contáctanos por correo postal. |                |                          |        | Displays in expanded state.<br><br>Primary partner address.                              |
|                                            |   |   | Link    | Additional Addresses                                                 | Direcciones adicionales                                                 |                      |                                |                |                          |        | Expands/Hides “Additional Addresses” content.                                            |



Copy: Contact Information Module

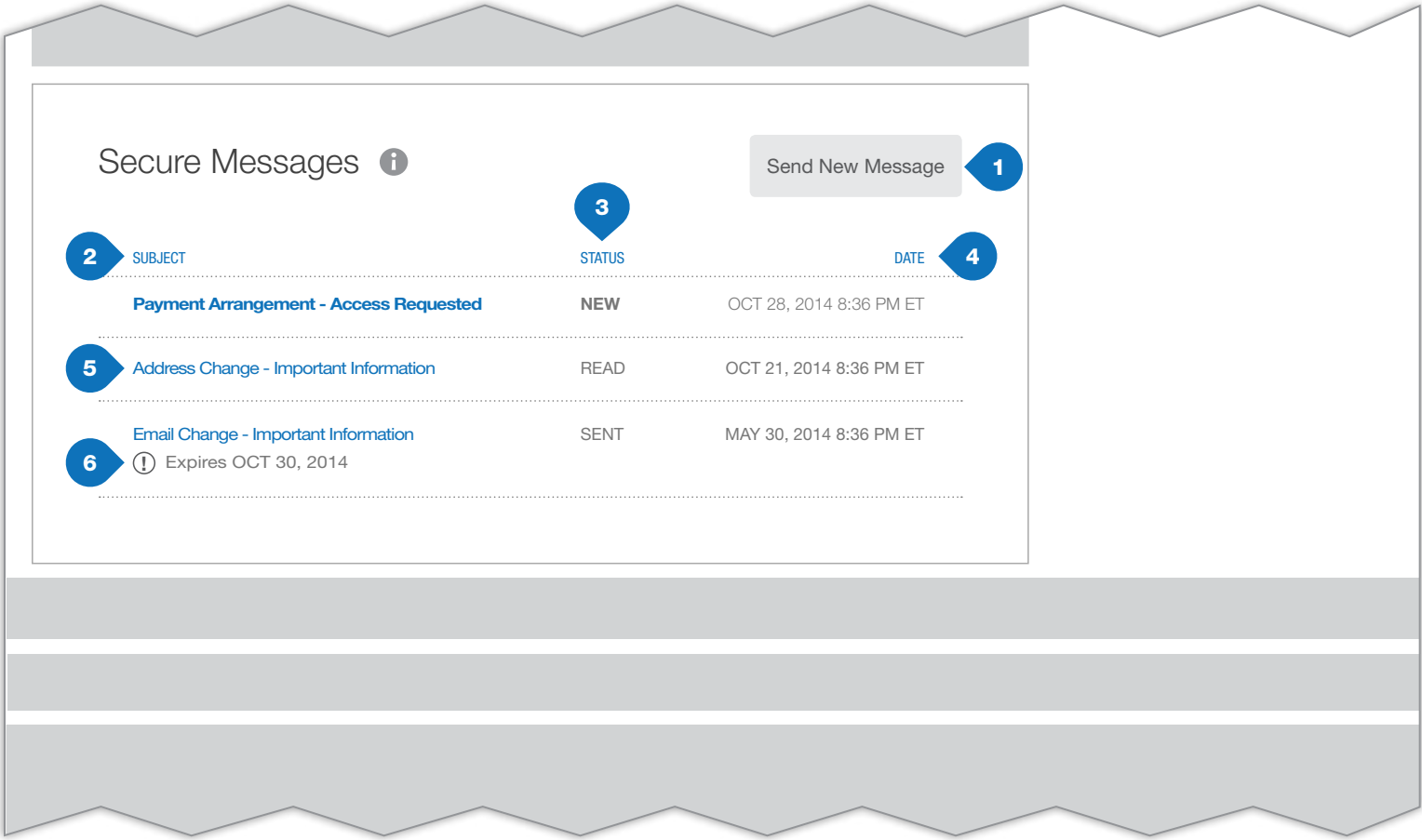
|  |  |  |      |                                                                                                              |                                                                                                             |  |  |  |  |  |                                                                                           |
|--|--|--|------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--|--|--|--|--|-------------------------------------------------------------------------------------------|
|  |  |  | Text | [Partner Name] Payments<br>[Partner Address Line One]<br>[City] [State] [ZIP]                                | [Partner Name] Payments<br>[Partner Address Line One]<br>[City] [State] [ZIP]                               |  |  |  |  |  | Appears in expanded state.<br><br>Partner Payments Address                                |
|  |  |  | Text | [Partner Name] Overnight Delivery/<br>Express Payments<br>[Partner Address Line One]<br>[City] [State] [ZIP] | [Partner Name] Overnight<br>Delivery/Express Payments<br>[Partner Address Line One]<br>[City] [State] [ZIP] |  |  |  |  |  | Appears in expanded state.<br><br>Partner Overnight Delivery/<br>Express Payments Address |

Fusion 7 White Label Standard

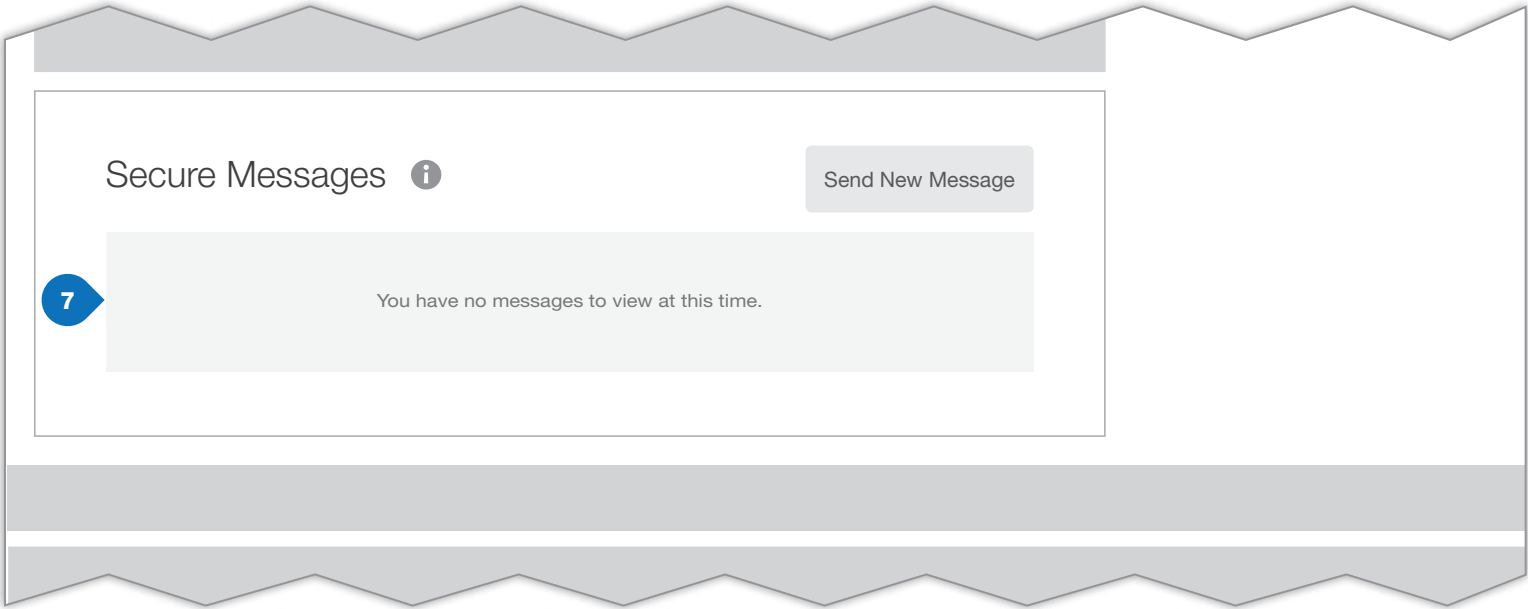
# Secure Messages Summary Module



## Wireframe: Secure Messages Summary Module, Large View



Large View - With Messages, Help & Contact Landing Page



Large View - No Messages, Help & Contact Landing Page

### Page Notes

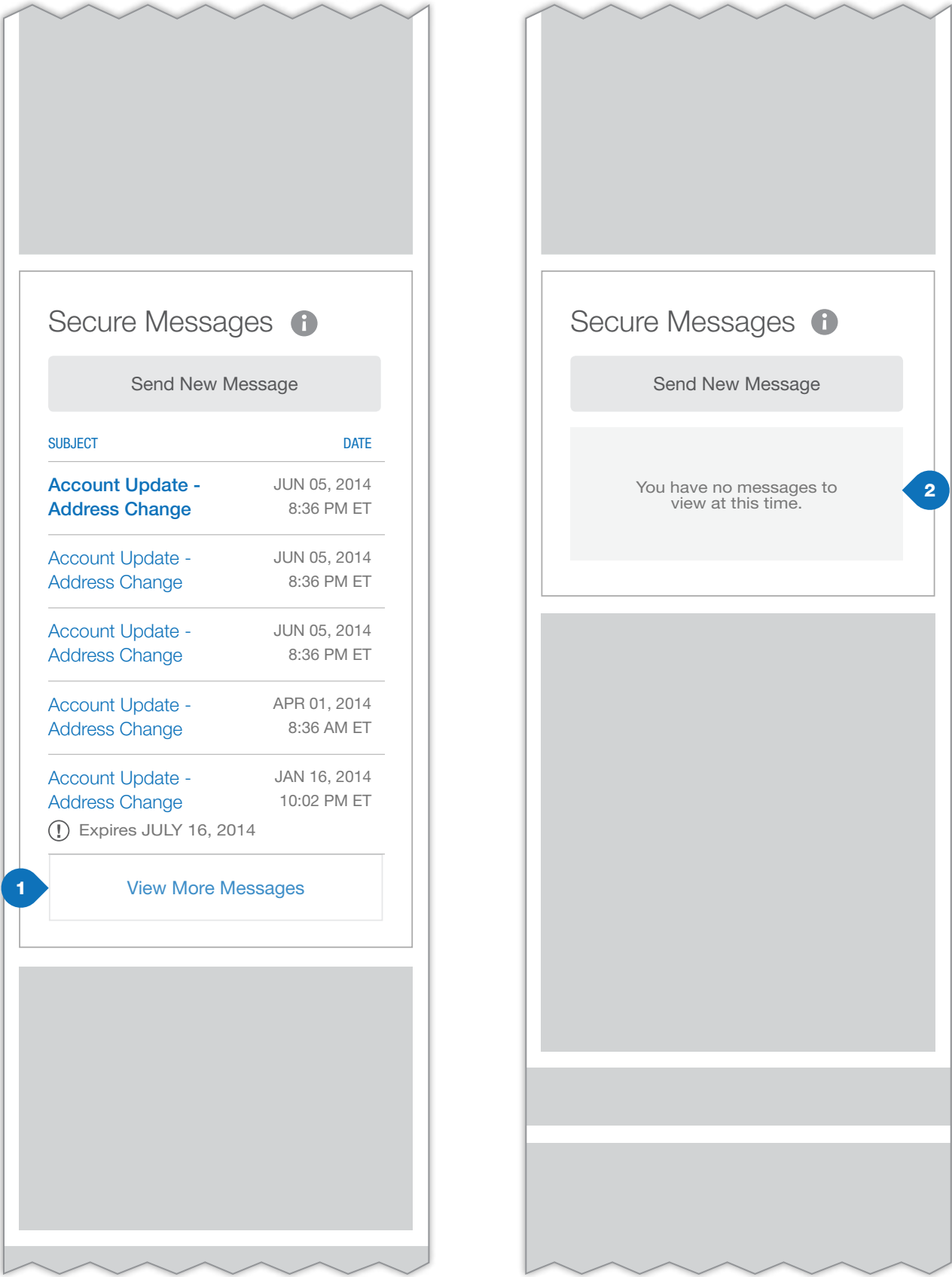
Module Type: Informational Module

This is the Secure Messages Summary Module. If no messages are available, display takeover message. Display takeover if user is in bankrupt or charged off status. Content and interactions are consistent across Medium, Large and Extra Large breakpoints. If the module fails to load, displays Module Failure. For Large & Extra Large views, there is no limit to the number of messages shown onLoad.

### Interaction Notes

| Key | Element                 | Action                                                                                                                  | Notes                                                                                                                                                    |
|-----|-------------------------|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Send New Message Button | onClick displays the New Message Module                                                                                 | See Wireframe: New Message Module, Large View                                                                                                            |
| 2   | Subject Sort Link       | onClick sorts list of messages by subject in alphabetical and click again will reverse the order                        |                                                                                                                                                          |
| 3   | Status Sort Link        | onClick sorts list of messages in the following order: New, Read, and Sent messages, click again will reverse the order |                                                                                                                                                          |
| 4   | Date Sort Link          | onClick sorts list of messages from newest to oldest, click again will reverse the order                                | onLoad messages are sorted by date with the most recent on top                                                                                           |
| 5   | Message Subject Link    | onClick displays message in View/Reply Message Module                                                                   | Conditional content. New messages are displayed in bold.<br>See Wireframe: View/Reply Message Module, Large View                                         |
| 6   | Expires Soon Text       | None                                                                                                                    | Messages are only available for 6 months past their received date<br><br>Conditional content. Appears when messages are expiring within the next 30 days |
| 7   | Takeover Text           | None                                                                                                                    | Conditional content. Appears when there are no messages                                                                                                  |

Wireframe: Secure Messages Summary Module, Extra Small View



Extra Small View, With Messages

Extra Small View, No Messages

Page Notes

Module Type: Informational Module

This is the Secure Messages Summary Module. If no messages are available, display takeover message. Display takeover if user is in bankrupt or charged off status. Content and interactions are consistent across Small and Extra Small breakpoints. The Status column does not appear in these breakpoints. For Small & Extra Small views, only 5 messages are shown onLoad. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                 | Action                                      | Notes                                                                |
|-----|-------------------------|---------------------------------------------|----------------------------------------------------------------------|
| 1   | View More Messages Link | onClick displays the next 5 recent messages | Conditional content. Displays only if there are additional messages. |
| 2   | No Messages Text        | None                                        | Conditional content. Appears when there are no messages              |

| FUSION: SECURE MESSAGE SUMMARY MODULE           |   |   |                 |                                            |                                              |               |                                        |                |                          |        |                                                                                                                              |
|-------------------------------------------------|---|---|-----------------|--------------------------------------------|----------------------------------------------|---------------|----------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------------------------------------------|
| D                                               | T | M | ELEMENT         | COPY                                       | COPY (SPANISH)                               | ADA           | ADA (SPANISH)                          | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                        |
|                                                 |   |   | Header          | Secure Messages                            | Mensajes seguros                             |               |                                        |                |                          |        |                                                                                                                              |
|                                                 |   |   | Link            | [Tooltip Icon]                             |                                              | Open tooltip. | Abrir la sugerencia de la herramienta. |                |                          |        | Opens tooltip.                                                                                                               |
|                                                 |   |   | Button          | Send New Message                           | Enviar mensaje nuevo                         |               |                                        |                |                          |        | Opens New Message Module.                                                                                                    |
|                                                 |   |   | Column Header   | Subject                                    | Asunto                                       |               |                                        |                |                          |        | Sorts messages alphabetically by subject.                                                                                    |
|                                                 |   |   | Field/Link      | [Message Subject Line]                     | [Message Subject Line]                       | Open message. | Abrir mensaje.                         |                |                          |        | Opens “View Message” screen.                                                                                                 |
|                                                 |   |   | Dynamic Content | Expires [MMM DD, YYYY]                     | Vence el [MMM DD, YYYY]                      |               |                                        |                |                          |        | Conditional: Appears if document is nearing 6-month expiration.                                                              |
|                                                 |   |   | Column Header   | Status                                     | Estatus                                      |               |                                        |                |                          |        | Conditional: Displays in M/L/XL break points.<br><br>Sorts messages by status (New, Read, Sent), most recent messages first. |
|                                                 |   |   | Dynamic Content | [Unread/Read/Sent]                         | [No leído/Leído/Enviado]                     |               |                                        |                |                          |        | Conditional: Displays in M/L/XL break points.<br><br>Sorts messages by status (New, Read, Sent), most recent messages first. |
|                                                 |   |   | Column Header   | Date                                       | Fecha                                        |               |                                        |                |                          |        | Sorts messages by date, newest on top.                                                                                       |
|                                                 |   |   | Dynamic Content | [MMM DD, YYYY] [HH:MM AM/PM ET]            | [MMM DD, YYYY] [HH:MM AM/PM ET]              |               |                                        |                |                          |        |                                                                                                                              |
|                                                 |   |   | Link            | View More Messages                         | Ver más mensajes                             |               |                                        |                |                          |        | Conditional: Displays up to 5 additional messages in S/XS View only if more than 5 existing messages.                        |
| SECURE MESSAGES: NO MESSAGES AVAILABLE TAKEOVER |   |   |                 |                                            |                                              |               |                                        |                |                          |        |                                                                                                                              |
| D                                               | T | M | ELEMENT         | COPY                                       | COPY (SPANISH)                               | ADA           | ADA (SPANISH)                          | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                        |
|                                                 |   |   | Text            | You have no messages to view at this time. | No tienes mensajes para ver en este momento. |               |                                        |                |                          |        | Conditional: If no messages.<br><br>CIL error code 102, 5124                                                                 |

Copy: Secure Messages Summary Module

| SECURE MESSAGES: ACCOUNT STATUS TAKEOVER |   |   |         |                                                        |                                                          |                |                                         |                |                          |        |                                                            |
|------------------------------------------|---|---|---------|--------------------------------------------------------|----------------------------------------------------------|----------------|-----------------------------------------|----------------|--------------------------|--------|------------------------------------------------------------|
| D                                        | T | M | ELEMENT | COPY                                                   | COPY (SPANISH)                                           | ADA            | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                      |
|                                          |   |   | Text    | You are unable to access Secure Messages at this time. | (Translation needed.)                                    |                |                                         |                |                          |        | Conditional: If in Bankrupt or Charged Off account status. |
| SECURE MESSAGES TOOLTIP CONTENT          |   |   |         |                                                        |                                                          |                |                                         |                |                          |        |                                                            |
| D                                        | T | M | ELEMENT | COPY                                                   | COPY (SPANISH)                                           | ADA            | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                      |
|                                          |   |   | Header  | Secure Messages                                        | Mensajes seguros                                         |                |                                         |                |                          |        |                                                            |
|                                          |   |   | Text    | Messages are available online for 6 months.            | Los mensajes están disponibles en línea durante 6 meses. |                |                                         |                |                          |        | Tooltip content.                                           |
|                                          |   |   | Link    | <a href="#">[Close]</a>                                | <a href="#">[Close]</a>                                  | Close tooltip. | Cerrar la sugerencia de la herramienta. |                |                          |        | Closes tooltip.                                            |

Fusion 7 White Label Standard

# New Message Module

## Secure Messages

## Send a New Message

Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

Email

1

s\*\*\*\*\*m@email.com

2 Edit

Topic

3

Select One

▼

Subject

4

Message

5

6

Cancel

Send Message

7

## Page Notes

This is the New Message Module. Display Unsaved Changes Modal if user has interacted with the form and attempts to navigate away from this page. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element             | Action                                                                                                                                                  | Notes                                                                                                                                       |
|-----|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Email Field         | None                                                                                                                                                    | Conditional content. Pre-populates with user's email<br><br>See Copy for content if user does not have an email associated with the account |
| 2   | Edit Link           | onClick displays email fields                                                                                                                           |                                                                                                                                             |
| 3   | Topic Dropdown      | onClick expands or collapses the dropdown<br>If the user selects an option, the dropdown is collapsed and the selected option is displayed              |                                                                                                                                             |
| 4   | Subject Field       | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found a form field error is displayed      |                                                                                                                                             |
| 5   | Message Field       | onFocus activates the field; when the user exits the field validates the data for formatting, if an error is found a form field error is displayed      |                                                                                                                                             |
| 6   | Cancel Button       | onClick cancels new message and opens Help & Contact Landing page                                                                                       |                                                                                                                                             |
| 7   | Send Message button | onClick validates entry; if an error is found then displays a form field error. If there are no errors, the data is submitted and displays confirmation |                                                                                                                                             |



| Key | Element          | Action                                                                                                                              | Notes |
|-----|------------------|-------------------------------------------------------------------------------------------------------------------------------------|-------|
| 1   | Topic Dropdown   | onClick expands or collapses the dropdown<br>If the user selects an option, the dropdown collapses and displays the selected option |       |
| 2   | Topic Selections | onClick collapses dropdown and displays selected topic                                                                              |       |

Wireframe: New Message Module, Extra Small View

Secure Messages

Send a New Message

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus semper non odio in sollicitudin.

Email

s\*\*\*\*\*m@email.comEdit

Topic

Select One

Subject

Message

Send Message

Message

Send Message

Cancel

Page Notes

Module Type: Transactional Module

This is the New Message module. Display Unsaved Changes Modal if user has interacted with the form and attempts to navigate away from this page. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



## Secure Messages

Send a New Message

Email

## Email Policy

1

2

3

Confirm Email

4

Topic

Select One

Subject

Message

| Key | Element                             | Action                                                                                                                                                                                                            | Notes                                                                      |
|-----|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| 1   | Email Policy link                   | onClick displays Content Modal Module with the Email Policy content                                                                                                                                               |                                                                            |
| 2   | Email Address Field                 | onFocus field is active and the Email Field Help is displayed; when the user exits the field the field help closes and the data is validated for formatting, if an error is found a form field error is displayed | Conditional content. Pre-populates existing email in the Email Form fields |
| 3   | Email Field Help                    | onFocus displays Field Help within the Email Form Field                                                                                                                                                           | Field Help is only displayed when field is active                          |
| 4   | Make This My Default Email Checkbox | onLoad checkbox is not selected<br>onClick selects and deselects checkbox                                                                                                                                         |                                                                            |

Wireframe: New Message Module - Email Capture, Extra Small View

Secure Messages

Send a New Message

Lorem ipsum dolor sit amet, consec-  
tetur adipscing elit. Phasellus semper  
non odio in sollicitudin.

Email

Email Policy

Tur aut labor aut entur, ipsa auta  
volo et est quaspiet ex et occusapit  
molorum quam con pa perro bea con  
esed mo dolorro dolupiduntia volum  
ipicim ant, optaque volupta nulla sus  
plam, que nis etur?  
Ommolorempos ea cores eostion  
conectem erum quis quatem. Itati sit  
ilicil moluptas sint, adis est, vent.

Confirm Email

Make this my default email

Topic

Select One

Page Notes

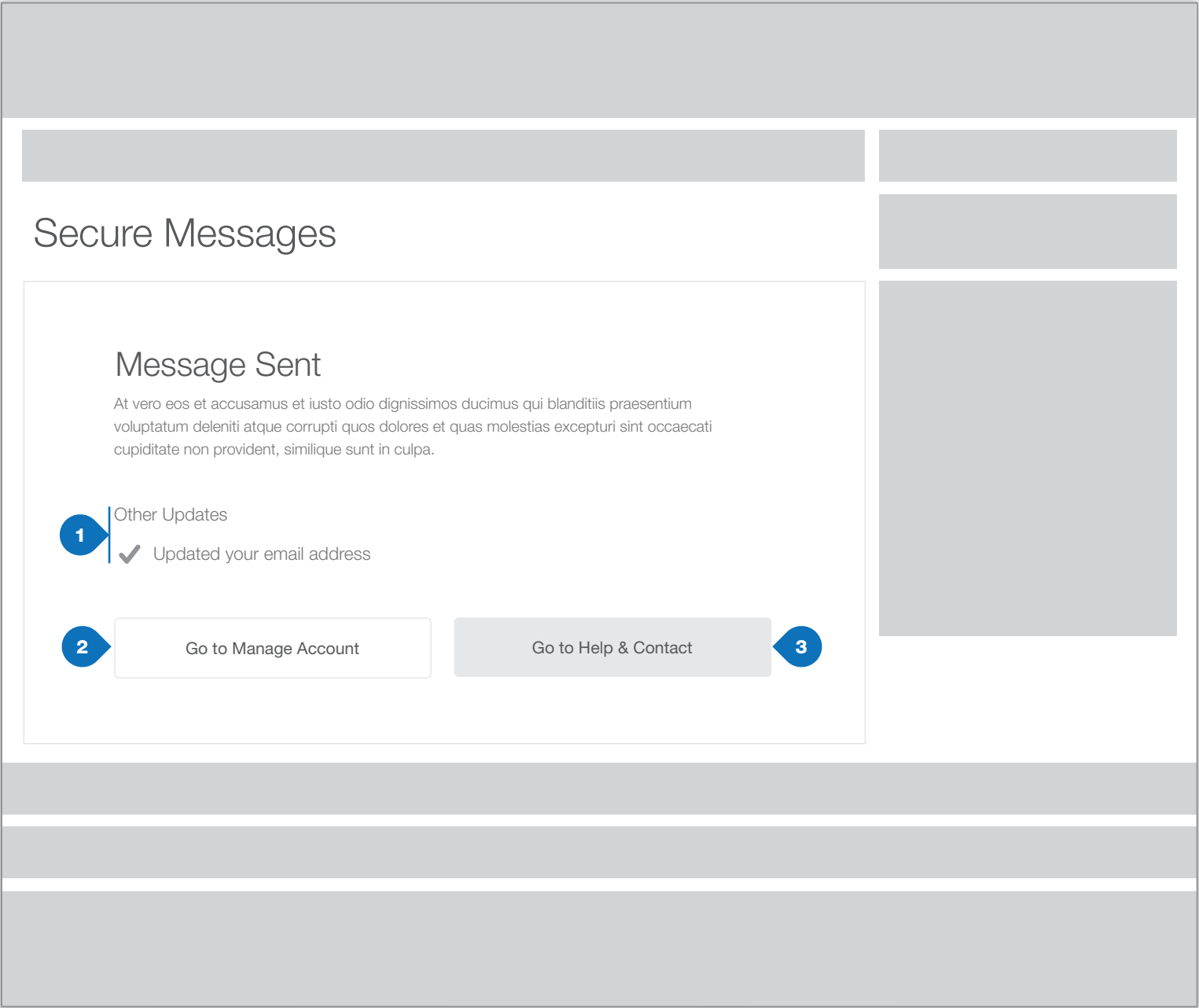
Module Type: Transactional Module

This is the Email Capture view of the New Message Module. Display Unsaved Changes Modal if user has interacted with the form and attempts to navigate away from this page. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

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Page Notes

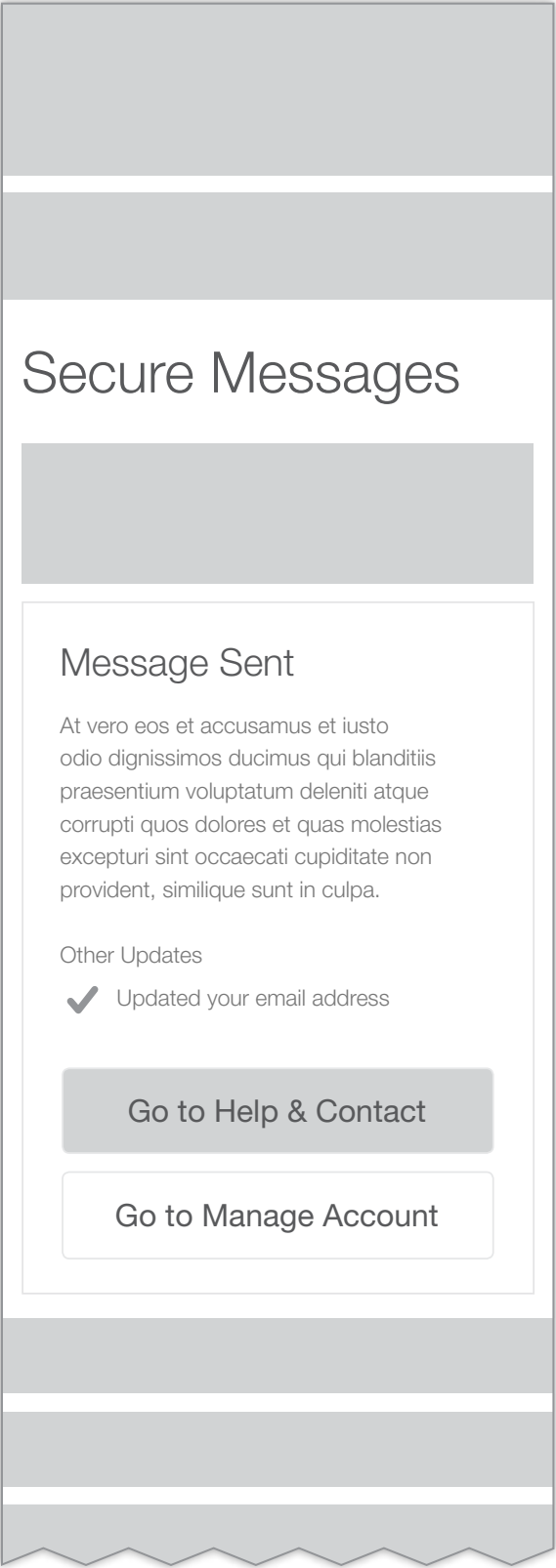
Module Type: Transactional Module

This is the Confirm view of the New Message Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                           | Notes                                                                    |
|-----|-----------------------------|--------------------------------------------------|--------------------------------------------------------------------------|
| 1   | Other Updates Text          | None                                             | Conditional content. Appears if user has updated or added email address. |
| 2   | Go to Manage Account Button | onClick displays Manage Account landing page     |                                                                          |
| 3   | Go to Help & Contact Button | onClick displays the Help & Contact landing page |                                                                          |

Wireframe: New Message Module - Confirm, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Confirm view of the New Message Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

| FUSION: SEND NEW MESSAGE PAGE TITLE |   |   |              |                                                                                                                                                                                                           |                                                                                                                                                                                                                                                    |                          |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |        |                                                                                                           |
|-------------------------------------|---|---|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------|
| D                                   | T | M | ELEMENT      | COPY                                                                                                                                                                                                      | COPY (SPANISH)                                                                                                                                                                                                                                     | ADA                      | ADA (SPANISH)                | ERROR MESSAGES                                                                                                                                                                                                                                                                                                    | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                   | CMS ID | NOTES                                                                                                     |
|                                     |   |   | Page Title   | Secure Messages                                                                                                                                                                                           | Mensajes seguros                                                                                                                                                                                                                                   |                          |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |        |                                                                                                           |
| FUSION: SEND NEW MESSAGE            |   |   |              |                                                                                                                                                                                                           |                                                                                                                                                                                                                                                    |                          |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |        |                                                                                                           |
| D                                   | T | M | ELEMENT      | COPY                                                                                                                                                                                                      | COPY (SPANISH)                                                                                                                                                                                                                                     | ADA                      | ADA (SPANISH)                | ERROR MESSAGES                                                                                                                                                                                                                                                                                                    | ERROR MESSAGES (SPANISH)                                                                                                                                                                                                                                                                                                                                                   | CMS ID | NOTES                                                                                                     |
|                                     |   |   | Header       | Send a New Message                                                                                                                                                                                        | Enviar un mensaje nuevo                                                                                                                                                                                                                            |                          |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |        |                                                                                                           |
|                                     |   |   | Text         | Safely and conveniently contact customer service with questions about your account. Most messages receive a reply within 4 hours. You will be notified by email when there is a response to your message. | Comunícate con Servicio al Cliente de manera segura y conveniente si tienes preguntas sobre tu cuenta. La mayoría de los mensajes reciben una respuesta en un plazo de 4 horas. Se te notificará por email cuando haya una respuesta a tu mensaje. |                          |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |        |                                                                                                           |
|                                     |   |   | Field Label  | Email Address                                                                                                                                                                                             | Dirección de email                                                                                                                                                                                                                                 |                          |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |        |                                                                                                           |
|                                     |   |   | Dynamic Data | [XXXXXX@url.com]                                                                                                                                                                                          | [XXXXXX@url.com]                                                                                                                                                                                                                                   |                          |                              |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |        |                                                                                                           |
|                                     |   |   | Link         | Edit                                                                                                                                                                                                      | Editar                                                                                                                                                                                                                                             | Edit your email address. | Edita tu dirección de email. |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |        | Appears if the user has an email address on file. See notation in next section for expanded “Edit” state. |
|                                     |   |   | Field Label  | Email Address                                                                                                                                                                                             | Dirección de Email                                                                                                                                                                                                                                 |                          |                              | Client-Side Error [Field Level]:<br><br>If blank or invalid data entry:<br><br>Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters:<br><br>The Email Address you enter must be less than 50 characters. Please try a different Email Address. | Errores por parte del cliente:<br><br>Si el ingreso de datos está en blanco o es inválido:<br><br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters:<br><br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente. |        | Appears if user has not provided a primary account email or chooses “Edit.”                               |

|  |  |  |                |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                                     |                                                                  |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                     |
|--|--|--|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------|
|  |  |  | Field Help     | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                                     |                                                                  |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  | Field help text.<br><br>Appears if user has not provided a primary account email or chooses “Edit.” |
|  |  |  | Link           | Email Policy                                                                                                                                                                                                                                                                                                 | Normas sobre el Email                                                                                                                                                                                                                                                                                                                                                              | Email Address Policy                | Normas sobre la Dirección de Email.                              |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  | Appears if user has not provided a primary account email or chooses “Edit.”                         |
|  |  |  | Field Label    | Confirm Email Address                                                                                                                                                                                                                                                                                        | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                                       |                                     |                                                                  | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br><br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com. | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br><br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com. |  | Appears if user has not provided a primary account email or chooses “Edit.”                         |
|  |  |  | Icon           | [Checkbox]                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                    |                                     |                                                                  |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  | Appears if user has not provided a primary account email or chooses “Edit.”                         |
|  |  |  | Text           | Make this my default email.                                                                                                                                                                                                                                                                                  | Deseo que este sea mi email predeterminado.                                                                                                                                                                                                                                                                                                                                        | Make this my primary account email. | Deseo que esta sea la dirección de email de mi cuenta principal. |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  | Appears if user has not provided a primary account email or chooses “Edit.”                         |
|  |  |  | Dropdown Label | Topic                                                                                                                                                                                                                                                                                                        | Tema                                                                                                                                                                                                                                                                                                                                                                               |                                     |                                                                  |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                     |



|                              |  |  |                    |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                       |                      |                     |                                                                                                                                        |                       |  |  |
|------------------------------|--|--|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|
|                              |  |  | Dropdown Elements  | Select One<br>Internet Security<br>Account-Transactions/Charges<br>Account-Payments<br>Account-Offers/Promotions/Rewards<br>Account-Card Agreement<br>Account-Lost or Stolen Card<br>Account-Other<br>Technical-Error Message<br>Technical-Software Problem<br>Technical-Statement Download<br>Technical-User ID/Password<br>Technical-Other | Seleccionar uno<br>Seguridad en Internet<br>Cuenta-Transacciones/Cargos<br>Cuenta-Pagos<br>Cuenta-Ofertas/Promociones/Recompensas<br>Cuenta-Contrato de Tarjeta de Crédito<br>Cuenta-Tarjeta Perdida o Robada<br>Cuenta-Otro<br>Técnico-Mensaje de error<br>Técnico-Problema con el software<br>Técnico-Descarga del estado de cuenta<br>Técnico-Identificación de Usuario/Contraseña<br>Técnico-Otro |                      |                     | No Selection:<br>Please choose a subject for your message. Or choose “Other” if none apply.                                            | (Translation needed.) |  |  |
|                              |  |  | Field Label        | Subject                                                                                                                                                                                                                                                                                                                                      | Asunto                                                                                                                                                                                                                                                                                                                                                                                                |                      |                     | Client-Side Error [Field Level]:<br><br>If blank:<br><br>Please enter a subject for your secure message.                               | (Translation needed.) |  |  |
|                              |  |  | Field Label        | Message                                                                                                                                                                                                                                                                                                                                      | Mensaje                                                                                                                                                                                                                                                                                                                                                                                               |                      |                     | Client-Side Error [Field Level]:<br><br>If blank:<br><br>Please briefly tell us why you’re getting in touch so we can better help you. | (Translation needed.) |  |  |
|                              |  |  | Button (Secondary) | Cancel                                                                                                                                                                                                                                                                                                                                       | Cancelar                                                                                                                                                                                                                                                                                                                                                                                              | Cancel your message. | Cancela tu mensaje. |                                                                                                                                        |                       |  |  |
|                              |  |  | Button (Primary)   | Send Message                                                                                                                                                                                                                                                                                                                                 | Enviar mensaje                                                                                                                                                                                                                                                                                                                                                                                        |                      |                     |                                                                                                                                        |                       |  |  |
| FUSION: MESSAGE CONFIRMATION |  |  |                    |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                       |                      |                     |                                                                                                                                        |                       |  |  |

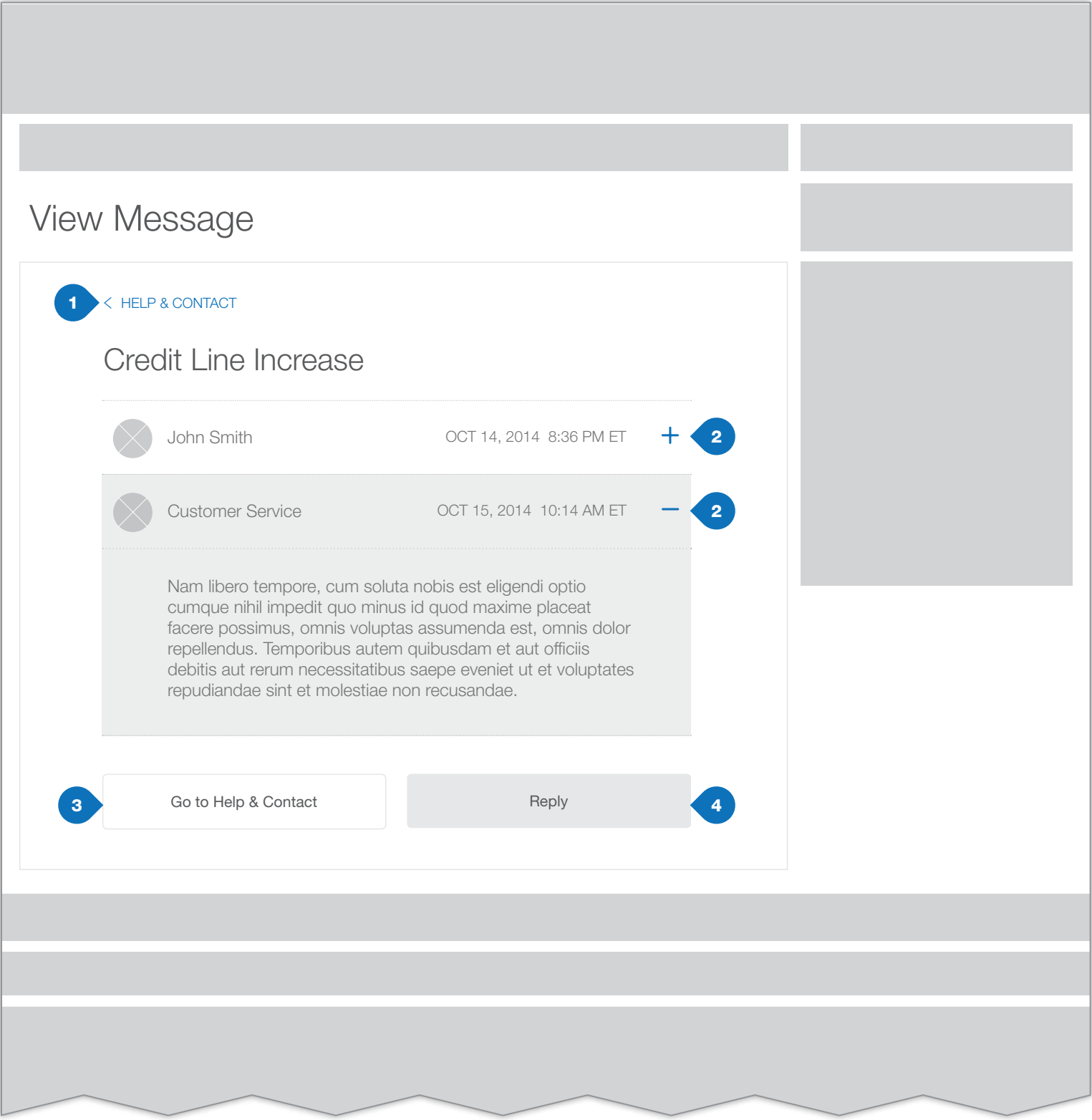
| D | T | M | ELEMENT                     | COPY                                                                                                                                                                                                                                                                                                                           | COPY (SPANISH)                                                                                                                                                                                                                                                                                                                                           | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                   |
|---|---|---|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------|
|   |   |   | Header                      | Message Sent                                                                                                                                                                                                                                                                                                                   | Mensaje enviado                                                                                                                                                                                                                                                                                                                                          |     |               |                |                          |        |                                                                                         |
|   |   |   | Text                        | <p>Thanks for using Secure Messages. Your message was successfully sent, though it may take a while to display in your message activity.</p> <p>Most messages receive a reply within 4 hours. You will be notified by email when there is a response. Otherwise, please check your Secure Messages within 2 business days.</p> | <p>Mensajes. Tu mensaje se envió correctamente, aunque es posible que demore un tiempo en mostrarse en tu actividad de mensajes.</p> <p>La mayoría de los mensajes reciben una respuesta en un plazo de 4 horas. Se te notificará por email cuando haya una respuesta. De lo contrario, verifica tus Mensajes seguros en un plazo de 2 días hábiles.</p> |     |               |                |                          |        | CIL error code 000.                                                                     |
|   |   |   | Field Header                | Other Updates:                                                                                                                                                                                                                                                                                                                 | Otras actualizaciones:                                                                                                                                                                                                                                                                                                                                   |     |               |                |                          |        | Conditional: If user updates/adds email while composing a message.                      |
|   |   |   | Dynamic Data                | Updated your email address                                                                                                                                                                                                                                                                                                     | Se actualizó tu dirección de email                                                                                                                                                                                                                                                                                                                       |     |               |                |                          |        | Conditional: If user updates email and chooses "Make this my default email."            |
|   |   |   | Dynamic Data                | Added an email to your account                                                                                                                                                                                                                                                                                                 | Se agregó un email a tu cuenta.                                                                                                                                                                                                                                                                                                                          |     |               |                |                          |        | Conditional: If user adds email and chooses "Make this my default email."               |
|   |   |   | Dynamic Data                | Provided an email for correspondence regarding this issue                                                                                                                                                                                                                                                                      | Se proporcionó un email para la correspondencia relacionada con este asunto                                                                                                                                                                                                                                                                              |     |               |                |                          |        | Conditional: If user provides email but does NOT choose "Make this my default account." |
|   |   |   | Button (Primary)            | Go to Help & Contact                                                                                                                                                                                                                                                                                                           | Ir a Ayuda y Contacto                                                                                                                                                                                                                                                                                                                                    |     |               |                |                          |        |                                                                                         |
|   |   |   | Button (Secondary)          | Go to Manage Account                                                                                                                                                                                                                                                                                                           | Ir a Manejar la cuenta                                                                                                                                                                                                                                                                                                                                   |     |               |                |                          |        |                                                                                         |
|   |   |   | Module-Level Feedback Error | Your email address could not be saved. Please try again.                                                                                                                                                                                                                                                                       | No se pudo guardar tu dirección de email. Vuelve a intentarlo.                                                                                                                                                                                                                                                                                           |     |               |                |                          |        | CIL error code 001, 5047                                                                |



Fusion 7 White Label Standard

# View/Reply Message Module

Wireframe: View/Reply Message Module, Large View



Page Notes

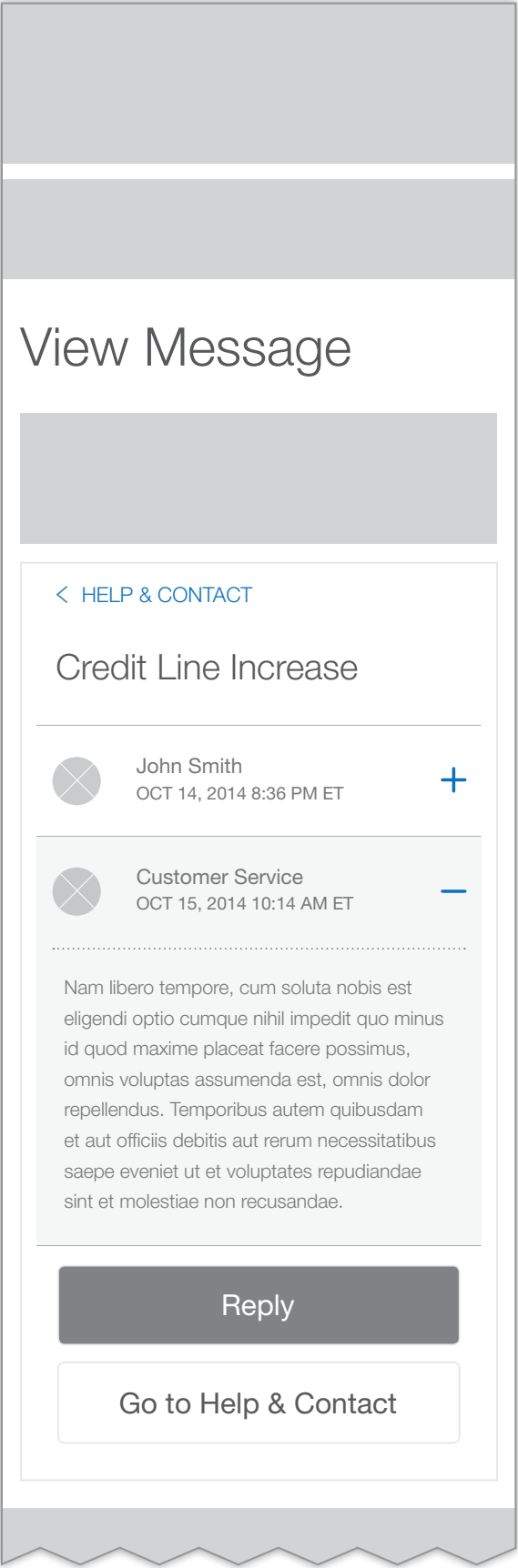
Module Type: Transactional Module

This is the default view of the View/Reply to Message module. The latest message expands onLoad. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                     | Action                                                      | Notes |
|-----|-----------------------------|-------------------------------------------------------------|-------|
| 1   | Help & Contact Link         | onClick displays the Help & Contact Landing Page            |       |
| 2   | + / - Link                  | onClick displays message content, click again hides content |       |
| 3   | Go To Help & Contact Button | onClick opens Help & Contact Landing Page                   |       |
| 4   | Reply button                | onClick displays Reply form in-line                         |       |

Wireframe: View/Reply Message Module, Extra Small View



Page Notes

Module Type: Transactional Module

This is the default view of the View/Reply to Message module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: View/Reply Message Module - Reply, Large View

View Message

<

HELP & CONTACT

Credit Line Increase

John Smith

OCT 14, 2014 8:36 PM ET

+

Customer Service

OCT 15, 2014 10:14 AM ET

—

Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae.

John Smith

You will be notified by email when there is a response to your message.

Email Address

s\*\*\*\*\*m@email.com

Edit

1

Message

2

3

Cancel

Send Message

4

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| Page Notes                                                                                                                                                                                                                                                                                                              |                     |                                                                                                                                                   |                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| Module Type: Transactional Module                                                                                                                                                                                                                                                                                       |                     |                                                                                                                                                   |                                                                        |
| This is the expanded view of the Reply form in the View/Reply to Message Module. Display Unsaved Changes Modal if user has interacted with the form and attempts to navigate away from this page. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints. |                     |                                                                                                                                                   |                                                                        |
| Interaction Notes                                                                                                                                                                                                                                                                                                       |                     |                                                                                                                                                   |                                                                        |
| Key                                                                                                                                                                                                                                                                                                                     | Element             | Action                                                                                                                                            | Notes                                                                  |
| 1                                                                                                                                                                                                                                                                                                                       | Edit Link           | onClick displays email fields                                                                                                                     | See Wireframe: New Message Module, Large View for interaction details. |
| 2                                                                                                                                                                                                                                                                                                                       | Message Field       | onFocus field is active; when the user exits the field the data is validated for formatting, if an error is found a form field error is displayed |                                                                        |
| 3                                                                                                                                                                                                                                                                                                                       | Cancel button       | onClick collapses the Reply form and displays the Go to Help & Contact and Reply Buttons                                                          |                                                                        |
| 4                                                                                                                                                                                                                                                                                                                       | Send Message Button | onClick sends message and populates it in the bottom of the list and displays page level confirmation                                             |                                                                        |

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Wireframe: View/Reply Message Module - Reply, Extra Small View

View Message

< HELP & CONTACT

Credit Line Increase

John Smith

OCT 14, 2014 8:36 PM ET

+

Customer Service

OCT 15, 2014 10:14 AM ET

-

Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae.

John Smith

You will be notified by email when we have replied to your message.

Email Address

s\*\*\*\*\*m@email.com

EDIT

You will be notified by email when we have replied to your message.

Email Address

s\*\*\*\*\*m@email.com

EDIT

Message

Send Message

Cancel

Page Notes

Module Type: Transactional Module

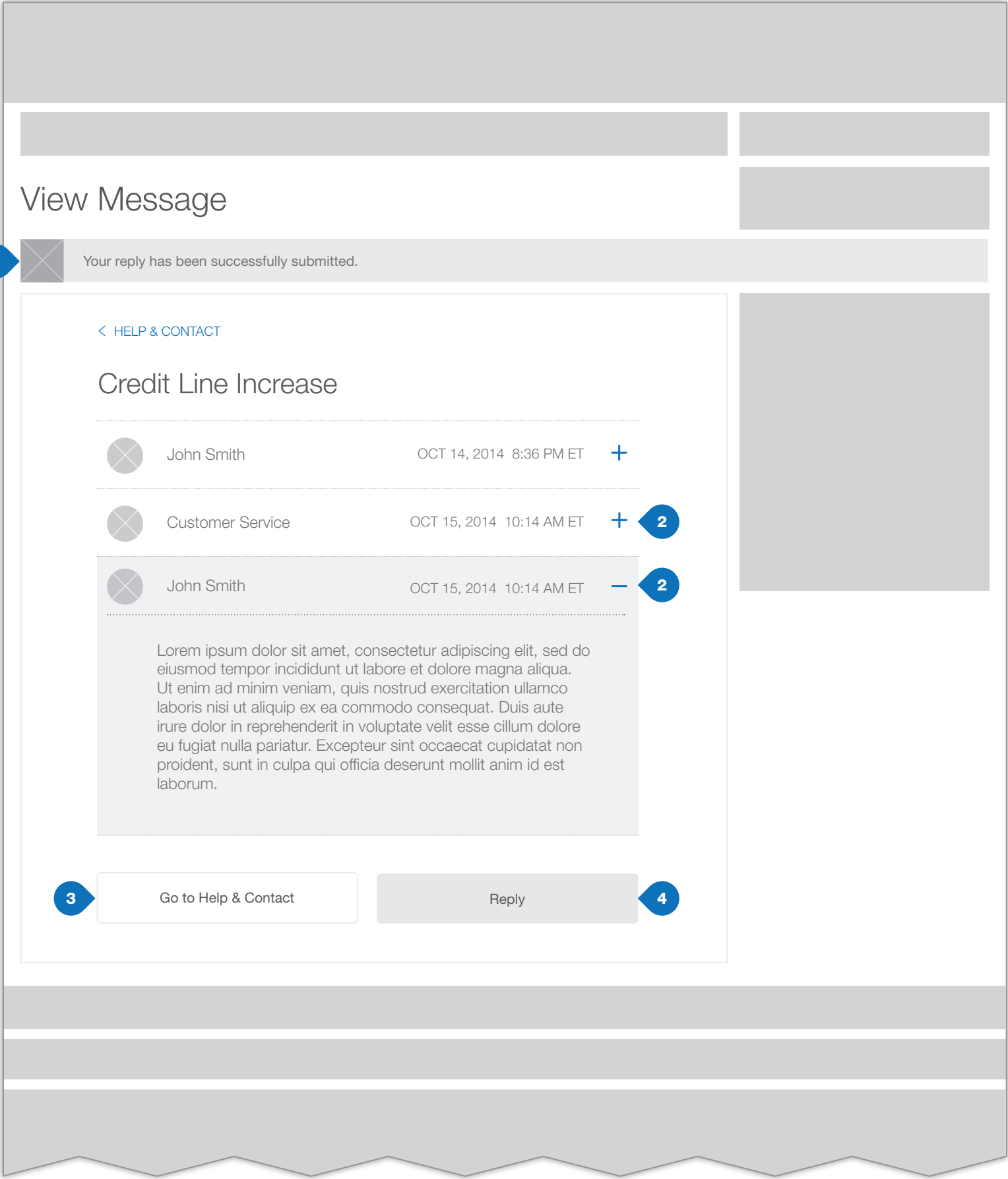
This is the expanded view of the Reply form in the View/Reply to Message Module. If user attempts to navigate away from page,display Unsaved Changes Modal. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

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Wireframe: View/Reply Message Module - Confirm, Large View



Page Notes

Module Type: Transactional Module

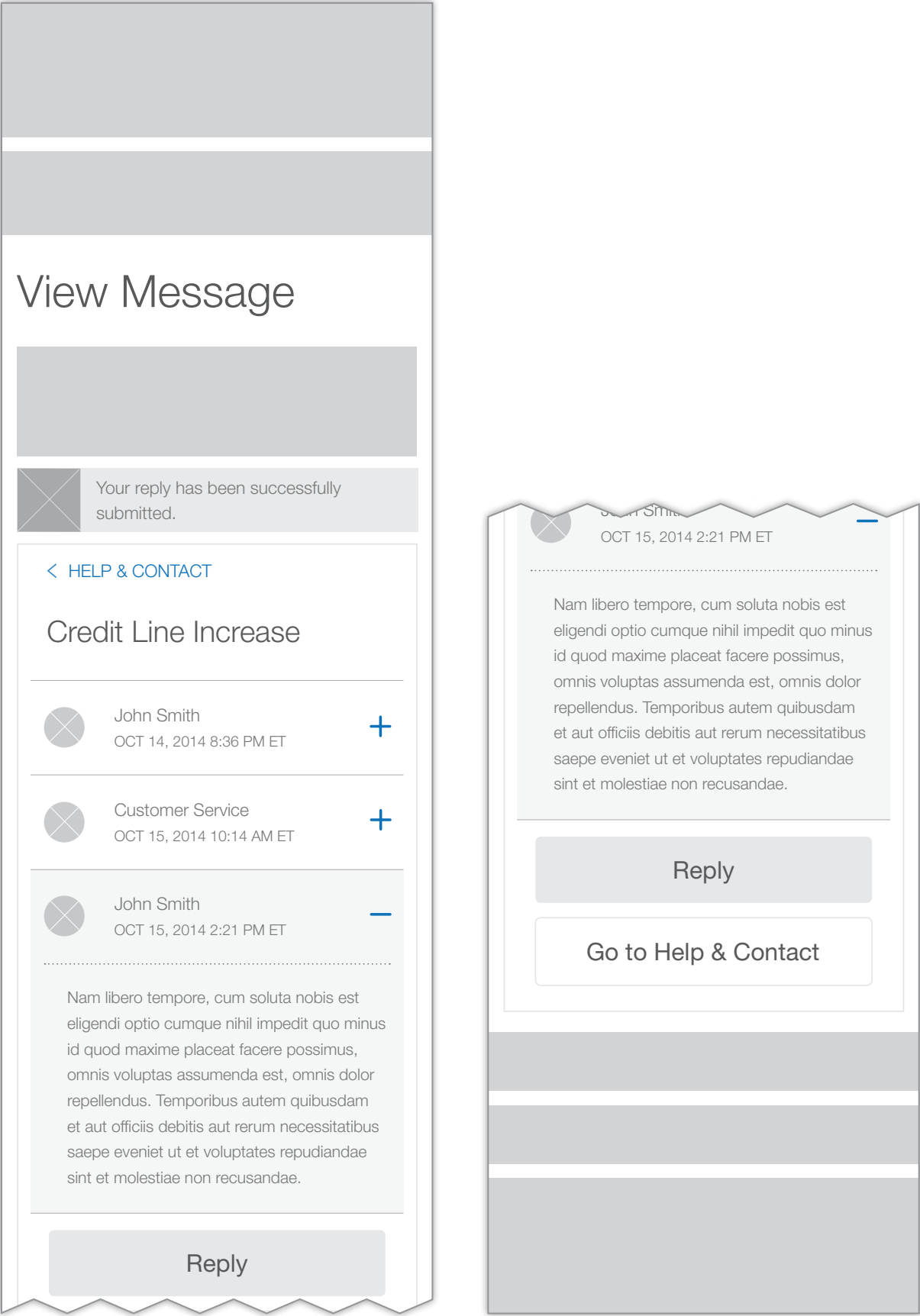
This is the Confirm view of the View/Reply to Message module. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

Interaction Notes

| Key | Element                     | Action                                           | Notes                                                                                                                                                                                                              |
|-----|-----------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Confirmation Notification   | None                                             | Conditional content. Page level Confirmation Notification is displayed after message has been sent. It remains until the user clicks away or page refreshes.<br><br>Refer to Notification Module for interactions. |
| 2   | "+/-" Link                  | onClick expands/collapses the message content    |                                                                                                                                                                                                                    |
| 3   | Go to Help & Contact Button | onClick displays the Help & Contact landing page |                                                                                                                                                                                                                    |
| 4   | Reply Button                | onClick displays Reply form                      |                                                                                                                                                                                                                    |



Wireframe: View/Reply Message Module - Confirm, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Confirm view of the View/Reply to Message module. If the module fails to load, displays Module Failure. Content and interactions are consistent across all breakpoints.

| FUSION: VIEW/REPLY MESSAGE PAGE TITLE |   |   |                    |                                                         |                                                       |                |               |                |                          |        |                                                                                          |
|---------------------------------------|---|---|--------------------|---------------------------------------------------------|-------------------------------------------------------|----------------|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------------------------|
| D                                     | T | M | ELEMENT            | COPY                                                    | COPY (SPANISH)                                        | ADA            | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                    |
|                                       |   |   | Page Title         | View Message                                            | Ver mensaje                                           |                |               |                |                          |        |                                                                                          |
| FUSION: VIEW/REPLY MESSAGE MODULE     |   |   |                    |                                                         |                                                       |                |               |                |                          |        |                                                                                          |
| D                                     | T | M | ELEMENT            | COPY                                                    | COPY (SPANISH)                                        | ADA            | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                    |
|                                       |   |   | Link               | Help & Contact                                          | Ayuda y Contacto                                      |                |               |                |                          |        | Returns user to Help & Contact.                                                          |
|                                       |   |   | Subhead            | [Message Subject]                                       | [Message Subject]                                     |                |               |                |                          |        |                                                                                          |
|                                       |   |   | Dynamic Data       | [Sender First Last Name]                                | [Sender First Last Name]                              |                |               |                |                          |        |                                                                                          |
|                                       |   |   | Text               | Customer Service                                        | Servicio al Cliente                                   | A message from | Un mensaje de |                |                          |        |                                                                                          |
|                                       |   |   | Dynamic Data       | [MMM DD, YYYY] [XX:XX AM/PM ET]                         | [MMM DD, YYYY] [XX:XX AM/PM ET]                       |                |               |                |                          |        |                                                                                          |
|                                       |   |   | Link/Icon          | [Expand Icon]                                           | [Expand Icon]                                         |                |               |                |                          |        | Expands message to display content. Most recent message displays in expanded state.      |
|                                       |   |   | Link/Icon          | [Hide Icon]                                             | [Hide Icon]                                           |                |               |                |                          |        | Collapses content to hide message content.                                               |
|                                       |   |   | Dynamic Data       | [Message Content]                                       | [Message Content]                                     |                |               |                |                          |        | Content displayed in expanded state.                                                     |
|                                       |   |   | Button (Primary)   | Reply                                                   | Responder                                             |                |               |                |                          |        | Launches “Reply” screen.                                                                 |
|                                       |   |   | Button (Secondary) | Go to Help & Contact                                    | Ir a Ayuda y Contacto                                 |                |               |                |                          |        | Returns user to Help & Contact.                                                          |
|                                       |   |   | Dynamic Data       | [Sender First Last Name]                                | [Sender First Last Name]                              |                |               |                |                          |        | Appears when user replies to viewed message.                                             |
|                                       |   |   | Text               | You will be notified by email when there is a response. | Se te notificará por email cuando haya una respuesta. |                |               |                |                          |        | Appears when user replies to viewed message.                                             |
|                                       |   |   | Field              | Email Address                                           | Dirección de email                                    |                |               |                |                          |        | Appears when user replies to viewed message.                                             |
|                                       |   |   | Dynamic Data       | [XXXXXX@url.com]                                        | [XXXXXX@url.com]                                      |                |               |                |                          |        |                                                                                          |
|                                       |   |   | Link               | Edit                                                    | Editar                                                |                |               |                |                          |        | Appears if the user has an email address on file. Reveals the email fields when clicked. |



|  |  |  |             |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                    |                      |                                     |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                |
|--|--|--|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------|
|  |  |  | Field Label | Email Address                                                                                                                                                                                                                                                                                                | Dirección de Email                                                                                                                                                                                                                                                                                                                                                                 |                      |                                     | Client-Side Error [Field Level]:<br><br>If blank or invalid data entry:<br><br>Please enter your Email Address in the following format: user@domain.com.<br><br>If user enters more than 50 characters:<br><br>The Email Address you enter must be less than 50 characters. Please try a different Email Address. | Errores por parte del cliente:<br><br>Si el ingreso de datos está en blanco o es inválido:<br><br>Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.<br><br>If user enters more than 50 characters:<br><br>La Dirección de Email que ingreses debe tener menos de 50 caracteres. Por favor, intenta con una Dirección de Email diferente. |  | Appears if user has an email address on file and chooses Edit. |
|  |  |  | Field Help  | If you provide your email address, Citibank, N.A. may use it to contact you about your account and tell you about useful products and services. You are also providing your email address to [partner name] which may use it to send you offers and news about the latest merchandise, promotions and sales. | Si proporciona su dirección de email, Citibank, N.A. podrá utilizarla para comunicarse con usted en relación con su cuenta e informarle sobre productos y servicios que podrían resultarle útiles. Además, le proporciona su dirección de email a [Nombre del Socio], quien podrá utilizarla para enviarle ofertas y novedades sobre lo último en mercancía, promociones y ventas. |                      |                                     |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  | Appears if user has an email address on file and chooses Edit. |
|  |  |  | Link        | Email Policy                                                                                                                                                                                                                                                                                                 | Normas sobre el Email                                                                                                                                                                                                                                                                                                                                                              | Email Address Policy | Normas sobre la Dirección de Email. |                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                            |  | Appears if user has an email address on file and chooses Edit. |
|  |  |  | Field Label | Confirm Email Address                                                                                                                                                                                                                                                                                        | Confirmar Dirección de Email                                                                                                                                                                                                                                                                                                                                                       |                      |                                     | Client-Side Errors [Field Level]:<br>If blank:<br>Please re-enter the Email Address you entered above.<br>If Email and Confirm Email fields do not match:<br>The Email Addresses you entered do not match. Please enter your Email Address in the following format: user@domain.com.                              | Errores por parte del cliente:<br>Si está en blanco:<br>Vuelve a ingresar la Dirección de Email que ingresaste arriba.<br>Si los cambios Email y Confirmar Email no coinciden:<br>Las Direcciones de Email que ingresaste no coinciden. Ingresa tu Dirección de Email utilizando el siguiente formato: usuario@dominio.com.                                                |  | Appears if user has an email address on file and chooses Edit. |

Copy: View/Reply Message Module

|  |  |  |                             |                                                          |                                                                |                                                     |                                                            |                                                                                                                                        |                       |  |                                                                                                  |
|--|--|--|-----------------------------|----------------------------------------------------------|----------------------------------------------------------------|-----------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--------------------------------------------------------------------------------------------------|
|  |  |  | Icon                        | [Checkbox]                                               |                                                                |                                                     |                                                            |                                                                                                                                        |                       |  | Appears if user has an email address on file and chooses Edit.<br><br>Box is checked by default. |
|  |  |  | Text                        | Make this my default account email.                      | Deseo que este sea el email de mi cuenta predeterminada.       |                                                     |                                                            |                                                                                                                                        |                       |  | Appears if user has an email address on file and chooses Edit.                                   |
|  |  |  | Field                       | Message                                                  | Mensaje                                                        |                                                     |                                                            | Client-Side Error [Field Level]:<br><br>If blank:<br><br>Please briefly tell us why you're getting in touch so we can better help you. | (Translation needed.) |  | Appears when user replies to viewed message.                                                     |
|  |  |  | Button (Primary)            | Send Message                                             | Enviar mensaje                                                 |                                                     |                                                            |                                                                                                                                        |                       |  |                                                                                                  |
|  |  |  | Button (Secondary)          | Cancel                                                   | Cancelar                                                       | Cancel message and return to Help and Contact page. | Cancela el mensaje y regresa a la página Ayuda y Contacto. |                                                                                                                                        |                       |  |                                                                                                  |
|  |  |  | Module-Level Feedback Error | Your email address could not be saved. Please try again. | No se pudo guardar tu dirección de email. Vuelve a intentarlo. |                                                     |                                                            |                                                                                                                                        |                       |  | CIL error code 001, 5047                                                                         |

Fusion 7 White Label Standard

# Content Deltas from Fusion Projects 1-5

# Content Deltas from Fusion Projects 1-6

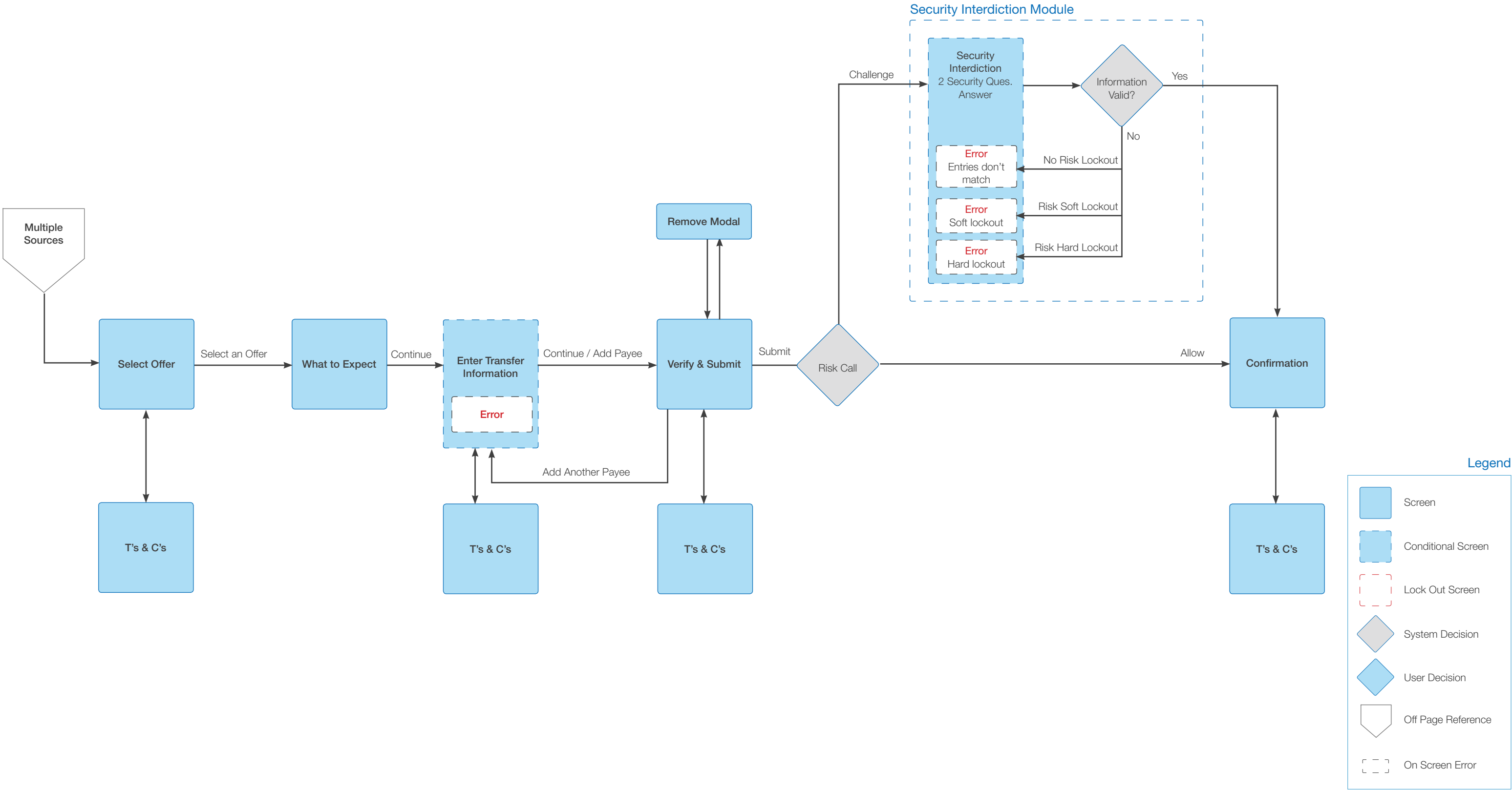
As the Fusion Seven Specification is comprehensive, the following table is provided to highlight content updates. Unless noted below, content is carried over from the previous six Fusion projects. Please refer to the accompanying translations Word document for highlighted copy changes.

| MODULE                         | CHANGE FROM FUSION PROJECTS 1-5                                                                                                                                                                                        |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Utility Navigation             | New module, originating from the Marketing work stream                                                                                                                                                                 |
| Menu                           | Update to label from “Home” to “Credit Home”                                                                                                                                                                           |
| Notifications                  | Content update to add notification for when the user has met Minimum Payment Due                                                                                                                                       |
| Content Modal                  | Update to T&C related to Best in Class Payments                                                                                                                                                                        |
| Contact Us Module              | Updates from Marketing track: Addition of partner logo (conditional element                                                                                                                                            |
| Footer                         | The addition of the accessibility link                                                                                                                                                                                 |
| Sign On Module                 | Updates from Marketing track: Addition of partner logo (conditional element), update register link to be a register link                                                                                               |
| FUIP Module                    | New field help text for Card Number                                                                                                                                                                                    |
| Registration Verification Form | New field help text for Card Number                                                                                                                                                                                    |
| Account Summary                | Add Minimum Payment Due Warning Tooltip and Content Modal                                                                                                                                                              |
| One-Time Make a Payment        | Best in Class Payment Updates: Removal of error condition for Other Amount field, updated Payment Date error message, updated Payment Date text, added met Minimum Payment Due conditional text on Confirmation screen |
| Make a Payment with Options    | Best in Class Payment Updates: Removal of error condition for Other Amount field, updated Payment Date error message, updated Payment Date text, added met Minimum Payment Due conditional text on Confirmation screen |
| Alerts Module                  | Updated Mobile Phone Field Help Text b/c mobile phones will no longer be sync'd automatically                                                                                                                          |
| Link Another Card              | New field help text for Card Number                                                                                                                                                                                    |
| FAQ Library                    | FAQ updates related to Best in Class Payments                                                                                                                                                                          |

Fusion 7 White Label Standard

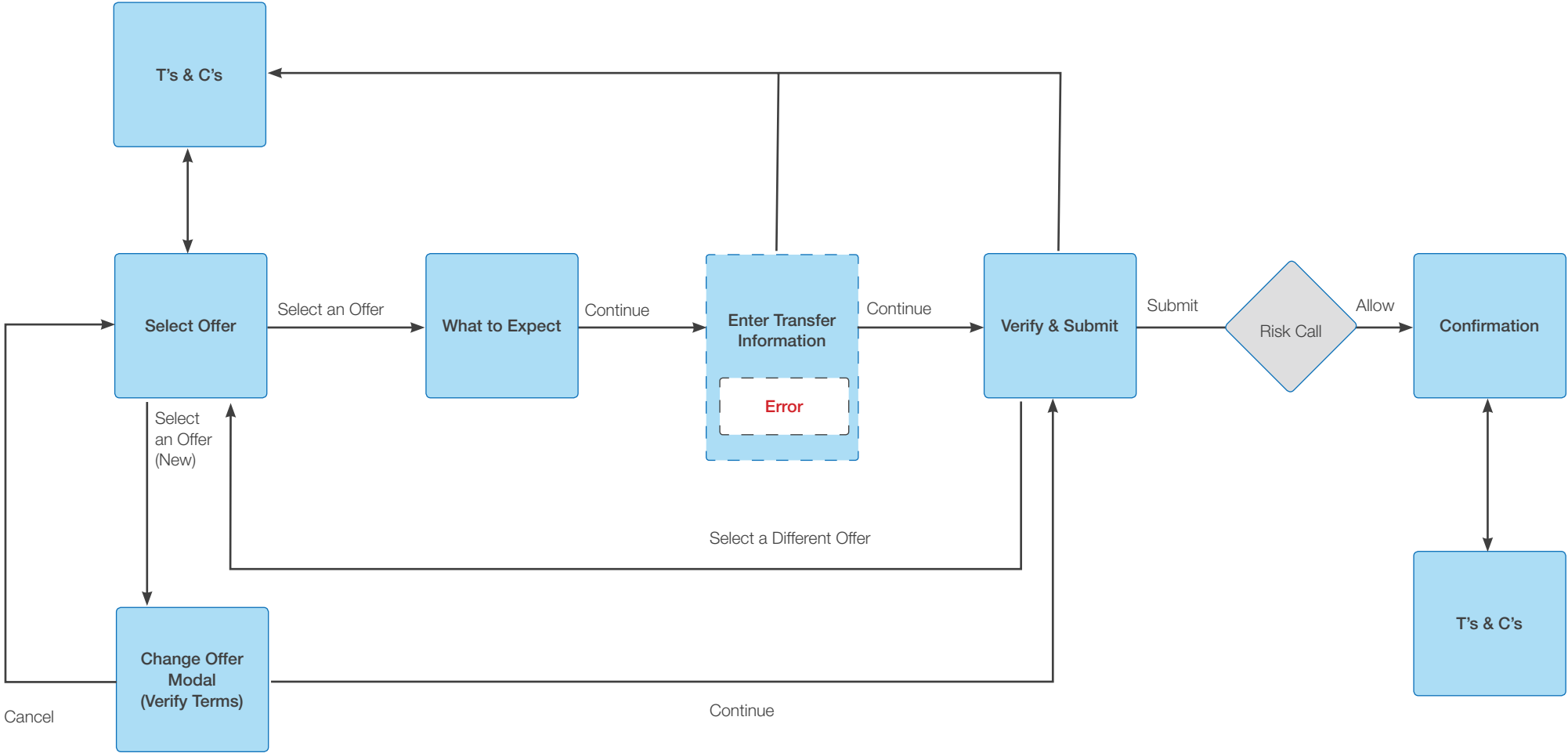
# Balance Transfer Module

# User Flow: Balance Transfer Module





# User Flow: Balance Transfer Module - Change Offer



Legend

- Screen
- Conditional Screen
- Lock Out Screen
- System Decision
- User Decision
- Off Page Reference
- On Screen Error

HEADER

Balance Transfer

Partner Credit Card

Ending in 1234

%

Select an Offer

Accessing Balance Transfer Checks online is a fast way to consolidate debt into one monthly payment or pay for unexpected expenses. Get started now by choosing an offer below.

Offers For

Partner Credit Card

Ending in 1234

Current Credit Limit: \$10,000.00

Available for Transfer: \$10,000.00

Available Offers

1.99%

Promotional APR

Until JAN 31, 2016

17.99%

Variable APR

After JAN 31, 2016

On Balance Transfers

Respond By Date: JUL 15, 2015

Select Offer

Offer

1.99% Promotional APR on balance transfers until 01/31/2016. After that, your regular purchase APR of 17.99% will apply.

Balance Transfer Fee

Either \$15 or 5% of the amount of each transaction, whichever is greater.

Transfer Options

Pay up to 4 payees.

You may transfer balances up to your available credit limit including the balance transfer fee. If your credit limit decreases, this will impact your ability to transfer a balance with this offer. If you transfer a balance with this offer you may not be able to avoid interest on your purchases. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by the due date each month.

See [Terms & Conditions](#) for more information.

HELP

Help & Contact

?

Frequently Asked Questions

Chat with an Associate

Send Secure Message

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Wireframe: Balance Transfer Module - Select an Offer, Large View

Balance Transfer

Select an Offer

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis quia consequuntur magni dolores.

Offers For ⓘ

FPO

[Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Available for Transfer: \$10,000.00 ⓘ

Available Offers

[XX.XX%]

Promotional APR  
Until [MMM DD, YYYY]

[XX.XX%]

Variable APR  
after [MMM DD, YYYY]

On Balance Transfers

Respond By Date: [MMM DD, YYYY]

Select Offer ⓘ

Offer

[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY]. Suspendisse est, sodales maximus leo id.

Balance Transfer Fee

[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY].

Transfer Options

[XX.XX%] Lorem ipsum dolor sit amet.

>Lorem ipsum dolor sit amet, consectetur adipiscing elit. In ante odio, pulvinar aliquet lorem ac, tempus euitor diam. Aliquam quis orci libero. Etiam posuere scelerisque odio, sed sagittis quam pharetra a. Moris duis erat, semper tincidunt erat et, rhoncus lobortis velit. Morbi tincidunt, tellus ac ultrices aliquam, nisi rhoncus risus, in sollicitudin diam. Lute sit amet sapien. Nam pretium.

See Terms & Conditions for more information.

[XX.XX%]

[XX.XX%]

Page Notes

Module Type: Transactional Module

This is the Select an Offer view of the Balance Transfer module. Displays module takeover if the account has no balance transfer offers available. Offers shall be displayed **starting with the offer expiring soonest on top**, then by APR (ascending). Standard purchase APRs/reactive offers shall appear at the bottom. OnLoad the available offers are displayed.

If the user tries to access this page via a deep-drop link and is not eligible for a balance transfer, they will be redirected to the Credit Home page with a page-level notification.

Content and interactions are consistent across medium, large and extra large breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                 | Action                                                                        | Notes                                                                                                                                                                                                                                                                                          |
|-----|-------------------------|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Account specific text   | None                                                                          | Dynamic content. Displays Current Credit Limit and Available for Transfer.                                                                                                                                                                                                                     |
| 2   | Select Offer button     | onClick selects the offer and displays the What to Expect view or Verify view | If the user has not previously selected an offer and entered information, display the What to Expect view. If the user has previously selected an offer and entered transfer information, displays verify screen with selected offer and previously entered transfer information pre-populated |
| 3   | Terms & Conditions link | onClick displays Terms & Conditions modal window                              |                                                                                                                                                                                                                                                                                                |

## Wireframe: Balance Transfer Module - Select an Offer (Continued), Large View

Available Offers

[XX.XX%]  
Promotional APR  
Until [MMM DD, YYYY]

[XX.XX%]  
Variable APR  
after [MMM DD, YYYY]

On Balance Transfers  
Respond By Date: [MMM DD, YYYY]

Select Offer

Offer  
[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY].  
Suspendisse est, sodales maximus leo id.

Balance Transfer Fee  
[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY].

Transfer Options  
[XX.XX%] Lorem ipsum dolor sit amet.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In ante odio, pulvinar aliquet lorem ac, tempus auctor diam. Aliquam quis orci libero. Etiam posuere sodalesque odio, sed sagittis quam pharetra a, Mauris dui erat, semper tincidunt erat et, rhoncus lobortis velit. Morbi tincidunt, tellus ac ultrices aliquet, nulla nisi rhoncus risus, in sollicitudin diam justo sit amet sapien. Nam pretium.

See [Terms & Conditions](#) for more information.

[XX.XX%]  
Promotional APR  
Until [MMM DD, YYYY]

[XX.XX%]  
Variable APR  
after [MMM DD, YYYY]

On Balance Transfers  
Respond By Date: [MMM DD, YYYY]

Select Offer

Offer  
[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY].  
Suspendisse est, sodales maximus leo id.

Balance Transfer Fee  
[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY].

Transfer Options  
[XX.XX%] Lorem ipsum dolor sit amet.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In ante odio, pulvinar aliquet lorem ac, tempus auctor diam. Aliquam quis orci libero. Etiam posuere sodalesque odio, sed sagittis quam pharetra a, Mauris dui erat, semper tincidunt erat et, rhoncus lobortis velit. Morbi tincidunt, tellus ac ultrices aliquet, nulla nisi rhoncus risus, in sollicitudin diam justo sit amet sapien. Nam pretium.

See [Terms & Conditions](#) for more information.

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### Page Notes

Module Type: Transactional Module

This is the Select an Offer view of the Balance Transfer module. OnLoad the available offers are displayed.

Content and interactions are consistent across medium, large and extra large breakpoints. If the module fails to load, displays Module Failure.

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Wireframe: Balance Transfer Module - Select an Offer, Extra Small View

Select an Offer

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis quia consequuntur magni dolores.

Offers For ⓘ

FPO

[Partner] Credit Card  
Ending in 1234

Current Credit Limit:

\$10,000.00

Available for Transfer: ⓘ

\$10,000.00

Available Offers

[XX.XX%]  
Promotional APR  
Until [MMM DD, YYYY]

[XX.XX%]  
Promotional APR  
Until [MMM DD, YYYY]

On Balance Transfers

Respond By Date: [MMM DD, YYYY]

Offer

[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY]. Suspendisse est, sodales maximus leo id.

Balance Transfer Fee

[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY].

1

View More Offers

Nulla et rhoncus risus, in sollicitudin diam justo sit amet sapien. Nam pretium.

See [Terms & Conditions](#) for more information.

Select Offer

[XX.XX%]  
Promotional APR  
Until [MMM DD, YYYY]

[XX.XX%]  
Promotional APR  
Until [MMM DD, YYYY]

On Balance Transfers

Respond By Date: [MMM DD, YYYY]

Offer

[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY]. Suspendisse est, sodales maximus leo id.

Balance Transfer Fee

[XX.XX%] Lorem ipsum dolor sit amet, consectetur adipiscing elit [MMM DD, YYYY].

See [Terms & Conditions](#) for more information.

Select Offer

1

View More Offers

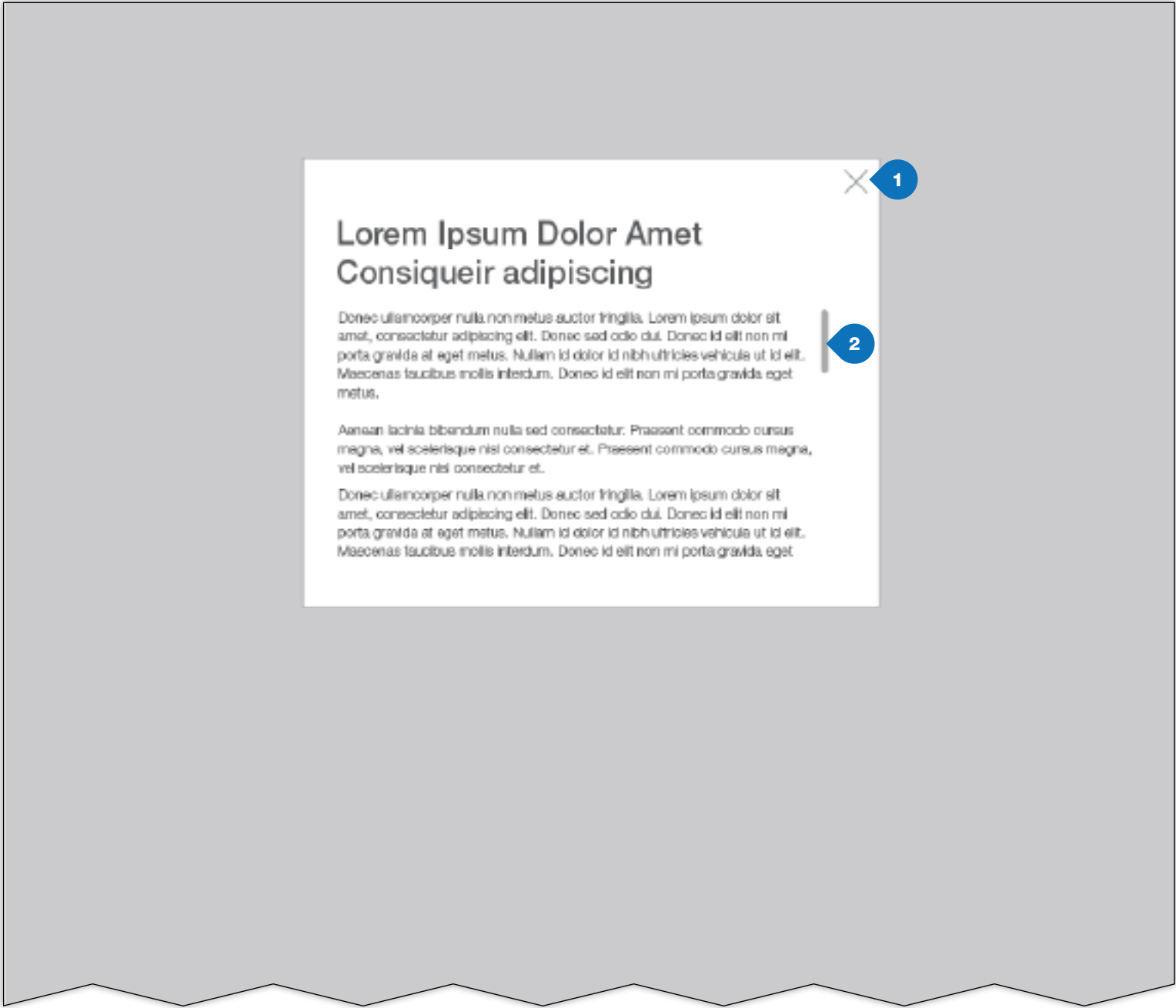
| Page Notes                                                                                                                              |                       |                                                                       |                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Module Type: Transactional Module                                                                                                       |                       |                                                                       |                                                                                                       |
| This is the Select an Offer view of the Balance Transfer Module. OnLoad the available offers are displayed.                             |                       |                                                                       |                                                                                                       |
| Content and interactions are consistent across small and extra small breakpoints. If the module fails to load, displays Module Failure. |                       |                                                                       |                                                                                                       |
| Interaction Notes                                                                                                                       |                       |                                                                       |                                                                                                       |
| Key                                                                                                                                     | Element               | Action                                                                | Notes                                                                                                 |
| 1                                                                                                                                       | View More Offers link | onClick displays up to 5 additional Balance Transfer Offers at a time | This is conditional content. Only appears if there are more than 5 available balance transfer offers. |

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Wireframe: Balance Transfer Module - Terms & Conditions Modal, Large View



Page Notes

Module Type: Informational

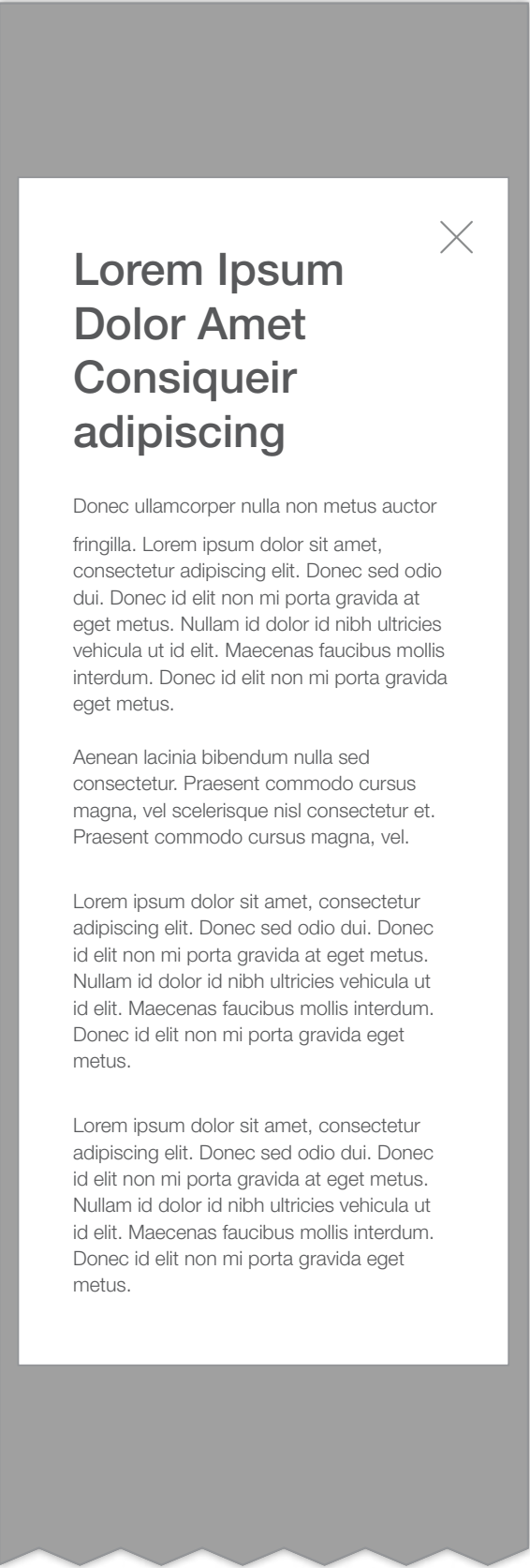
This is the Terms & Conditions modal in the Balance Transfer Module. Terms & Conditions are displayed when the user clicks the Terms & Conditions Link on the Select an Offer screen. Terms & Conditions link is also available on the Verify or Add Payees view, as well as on the Confirmation view.

Content is conditional and interactions are consistent across medium, large & extra large breakpoints.

Interaction Notes

| Key | Element            | Action                                  | Notes                                                                                                                                                                                                                      |
|-----|--------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Close button       | onClick dismisses the modal             | Clicking anywhere outside the modal also closes the modal                                                                                                                                                                  |
| 2   | Conditional scroll | Content scrolls within the modal window | Conditional; display only if content exceeds the length of the modal window. Modal window will fit the length of the content without scrolling on S and XS breakpoints.<br><br>Only applicable on M, L and XL breakpoints. |

# Wireframe: Balance Transfer Module - Terms & Conditions Modal, Extra Small View



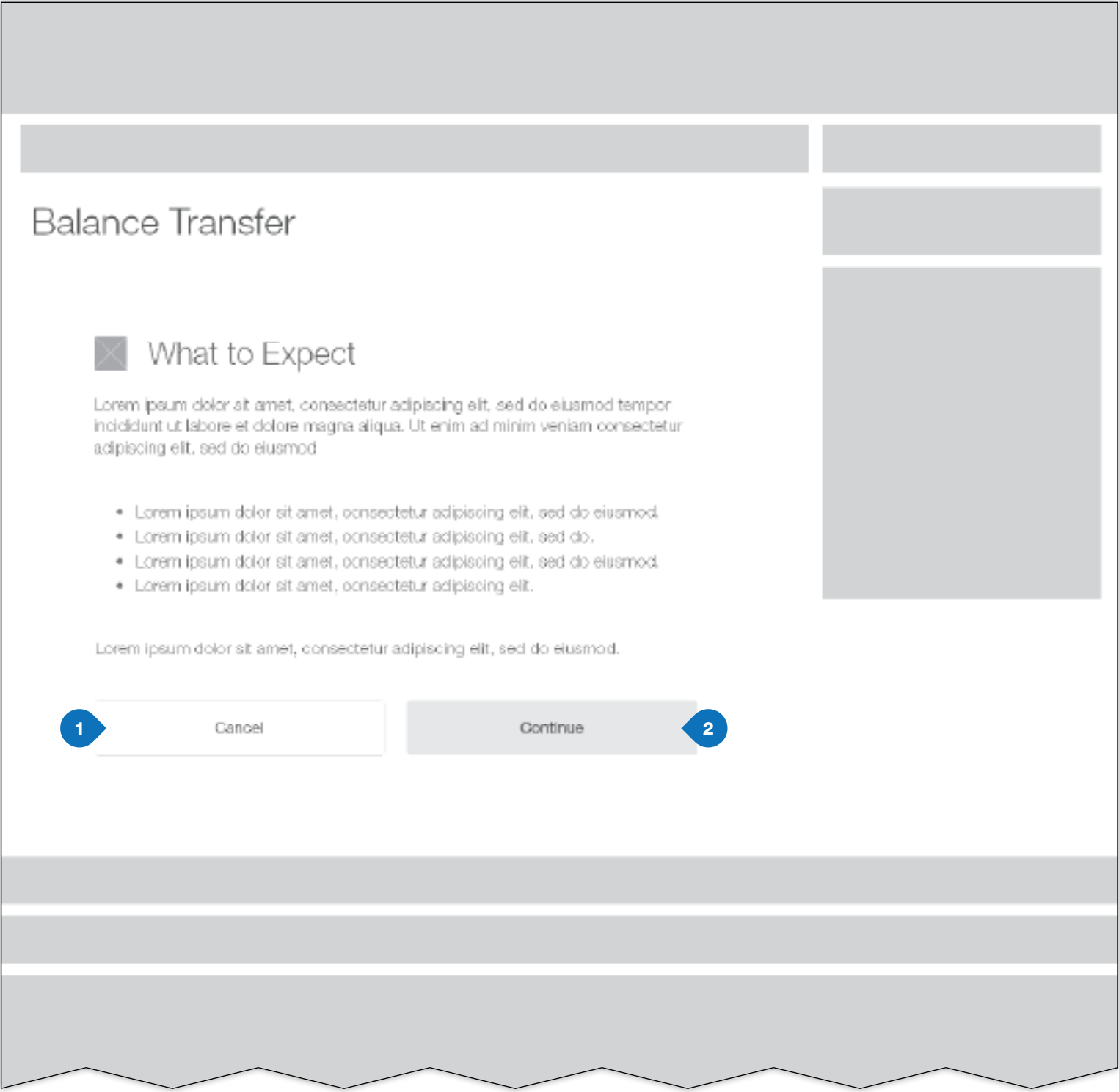
## Page Notes

Module Type: Informational

This is the Terms & Conditions modal in the Balance Transfer Module. Terms & Conditions are displayed when the user clicks the Terms & Conditions Link on the Select an Offer screen. Terms & Conditions link is also available on the Verify or Add Payees view, as well as on the Confirmation view.

Content is conditional and interactions are consistent across small & extra small breakpoints.

Wireframe: Balance Transfer Module - What to Expect, Large View



Page Notes

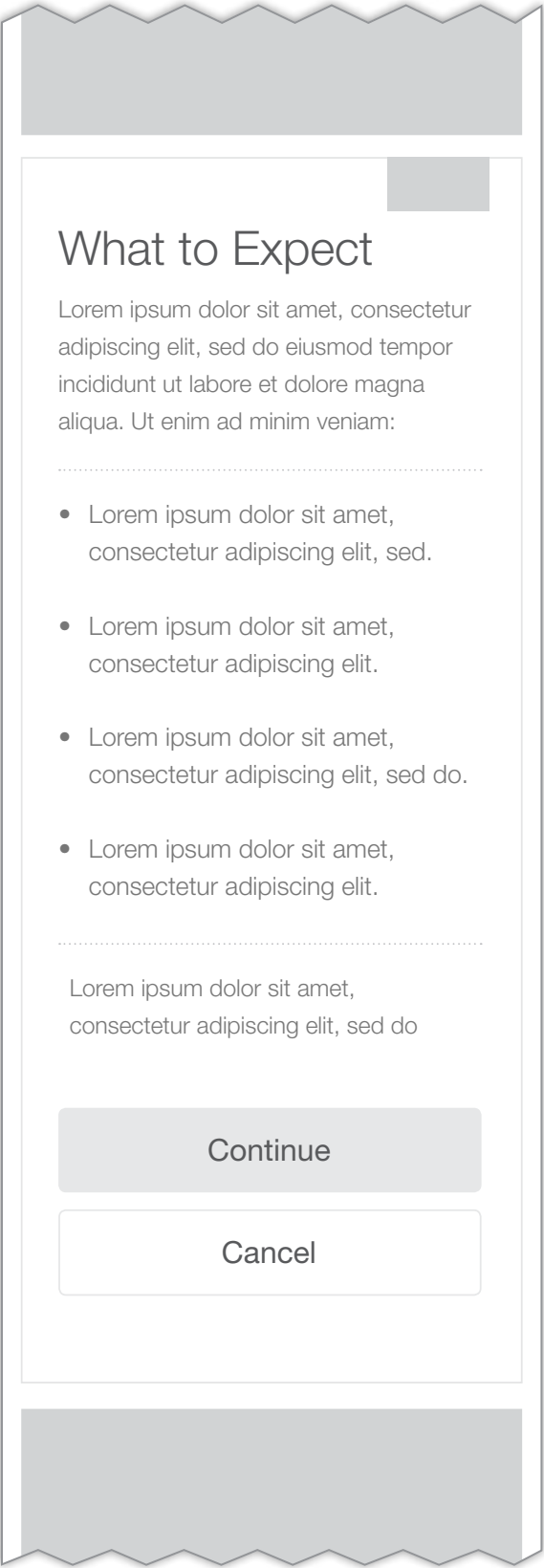
Module Type: Transactional Module  
This is the What to Expect view of the Balance Transfer Module.  
Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element         | Action                                                      | Notes |
|-----|-----------------|-------------------------------------------------------------|-------|
| 1   | Cancel button   | onClick dismisses process and displays Select an Offer view |       |
| 2   | Continue button | onClick displays the Enter Transfer Info view               |       |



Wireframe: Balance Transfer Module - What to Expect, Extra Small View



Page Notes

Module Type: Transactional Module

This is the What to Expect view of the Balance Transfer module.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

HEADER

Balance Transfer

Partner Credit Card

Ending in 1234

Enter Your Transfer Information

Enter the amount you'd like to transfer and your creditor information so a transfer check can be issued.

Pay From

Partner Credit Card

Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$0.00

Remaining for Transfer: \$10,000.00

Your Selected Offer

1.99% Promotional APR On Balance Transfers Until JAN 31, 2016.  
17.99% Variable APR After JAN 31, 2016.

+ View Offer Details

Pay To

Payee Account Number

Balance Transfer Amount

\$

INTEREST AND FEE INFORMATION

HELP

Help & Contact

Frequently Asked Questions

Chat with an Associate

Send Secure Message

Payee Account Number

Balance Transfer Amount

\$

INTEREST AND FEE INFORMATION

|                            |                                                                                                                                             |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| APR for Check Transactions | 1.99% Promotional APR on transferred balance until JAN 31, 2016). After JAN 31, 2016, the regular purchase APR currently 17.99% will apply. |
| Use by Date                | These checks must post to your account by JUL16, 2016 for the promotional APR to apply.                                                     |
| Fee                        | Either \$15 or 5% of the amount of each transaction, whichever is greater.                                                                  |
| Paying Interest            | We will begin charging interest on these checks on the transaction date.                                                                    |

About Your Balance Transfer Offer

We may decline to process your request for this offer:

If you do not have enough available credit at the time of the transaction, or if your account is closed;

If your payment is past due, or if you have filed for bankruptcy; or

To protect your account when we suspect fraudulent activity.

Your available credit will change based upon your account activity and any changes in your credit limit. We may decrease your credit limit without prior notice. If your credit limit decreases, this will impact your ability to transfer a balance with this offer.

This transaction will constitute a change against your credit account.

Cancel

Continue

FOOTER

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Representative Comps: Balance Transfer Module - Enter Transfer Information, Extra Small View

HEADER

Balance Transfer

CARD SELECTOR

Help

Enter Your Transfer Information

Enter the amount you'd like to transfer and your creditor information so a transfer check can be issued.

Pay From

UP UP UP UP UP UP UP UP UP UP

UP UP UP UP UP UP UP UP UP UP

UP UP UP UP UP UP UP UP UP UP

Goodyear Credit Card

Ending in 1234

Current Credit Limit:

\$10,000.00

Total Amount Requested:

\$0.00

Remaining for Transfer:

\$10,000.00

Your Selected Offer

1.99% Promotional APR On Balance Transfers Until JAN 31, 2016.

17.99% Variable APR After JAN 31, 2016.

+ View Offer Details

Pay To ⓘ

Payee Account Number ⓘ

Balance Transfer Amount ⓘ

INTEREST AND FEE INFORMATION

|                            |                                                                                                                                             |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| APR for Check Transactions | 1.99% Promotional APR on transferred balance until JAN 31, 2016). After JAN 31, 2016, the regular purchase APR currently 17.99% will apply. |
| Use by Date                | These checks must post to your account by JUL15, 2015 for the promotional APR to apply.                                                     |
| Fee                        | Either \$15 or 5% of the amount of each transaction, whichever is greater.                                                                  |
| Paying Interest            | We will begin charging interest on these checks on the transaction date.                                                                    |

About Your Balance Transfer Offer

- We may decline to process your request for this offer:
  - If you do not have enough available credit at the time of the transaction, or if your account is closed;
  - If your payment is past due, or if you have filed for bankruptcy, or
  - To protect your account when we suspect fraudulent activity.
- Your available credit will change based upon your account activity and any changes in your credit limit. We may decrease your credit limit without prior notice. If your credit limit decreases, this will impact your ability to transfer a balance with this offer.
- You cannot transfer balances from other accounts issued by Citibank, N.A. or its affiliates. Click here for more details: [www.citi.com/affiliatesproducts](#)
- Be sure you do not transfer any disputed purchase or other charge amount, as you may lose your dispute rights.
- If you transfer a balance with this offer you may not be able to avoid interest on purchases, which may reduce your savings with this offer. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by your due date each month.
- We may apply the portion of your payments up to your minimum payment due to lower APR balances first, including your transferred balances. This may reduce your savings with this offer.
- Transferred balance amounts, do not earn any rebates, points, or reward benefits associated with your card, unless otherwise indicated.

Your Card is issued by Citibank, N.A.

For more information, please see the FAQs.

This transaction will constitute a change against your credit account.

Continue

Cancel

Wireframe: Balance Transfer Module - Enter Transfer Information, Large View

Balance Transfer

Enter Your Transfer Information

Iti tendae porecto bea porit omnis experem que nus aut omnim nlmagn.

Pay From

FPO

[Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$0.00

Remaining for Transfer: \$10,000.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY].

[XX.XX%] Variable APR after [MMM DD, YYYY].

1

+ View Offer Fees & Details

Pay To

2

Payee Account Number

3

Balance Transfer Amount

4

\$

INTEREST AND FEE INFORMATION

APR for Check Transactions

Use by Date

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Page Notes

Module Type: Transactional Module

This is the Enter Transfer Information view of the Balance Transfer module. Users must provide valid payee information to proceed. Content and interactions are consistent across all breakpoints. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

Interaction Notes

| Key | Element                       | Action                                                                                                                                                                    | Notes                                       |
|-----|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 1   | +/- Offer Fees & Details Link | onClick displays offer details                                                                                                                                            |                                             |
| 2   | Pay To field                  | onFocus activates the field; when the user exits the field validates the data for formatting, if the field is blank or an error is found, a form field error is displayed | Pay To is a required field                  |
| 3   | Payee Account Number field    | onFocus activates the field; when the user exits the field validates the data for formatting, if the field is blank or an error is found, a form field error is displayed | Account Number is a required field          |
| 4   | Balance Transfer Amount field | onFocus activates the field; when the user exits the field validates the data for formatting, if the field is blank or an error is found, a form field error is displayed | Balance Transfer Amount is a required field |

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6

Wireframe: Balance Transfer Module - Enter Transfer Information, Extra Small View

Enter Your Transfer Information

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Pay From

FPO

[Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$0.00

Remaining for Transfer: \$10,000.00

Your Selected Offer

[XX.XX%]

 Promotional APR on Balance Transfers until [MMM DD, YYYY]. 

[XX.XX%]

 Variable APR after [MMM DD, YYYY].

+

 View Offer Fees & Details

Pay To

Payee Account Number

Balance Transfer Amount

\$

INTEREST AND FEE INFORMATION

APR for Check

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About Your Balance Transfer Offer

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Continue

Cancel

Page Notes

Module Type: Transactional Module

This is the Enter Transfer Information view of the Balance Transfer module. Users must provide valid payee information to proceed. Content and interactions are consistent across all breakpoints. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

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| Key | Element                | Action                                                                     | Notes |
|-----|------------------------|----------------------------------------------------------------------------|-------|
| 1   | Payee Name Suggestions | onClick the Pay To field is populated with the selected payee              |       |
| 2   | Enter Payee Manually   | onClick form expands to display the Additional Payee Information Form view |       |

Wireframe: Balance Transfer Module - Enter Transfer Information (Name Suggestions) (Continued), Large View

Pay To ⓘ

KOSHL

Did you mean?

1

☐

KOHL'S, INC

☐

KOHL'S Credit Card Servicing

2

☐

Enter Payee Manually

Payee Account Number ⓘ

XXXXXXXXXXXX1234

Balance Transfer Amount ⓘ

\$ XXX.XX

INTEREST AND FEE INFORMATION

APR for Check Transactions

Use by Date

Fee

Paying Interest

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Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum.

About Your Balance Transfer Offer

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Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

Cancel

Continue

Page Notes

Module Type: Transactional Module

This is the Enter Transfer Information view of the Balance Transfer module. Upon submit, if Pay To field has similar matches, suggestions are displayed in a radio button list.

Content and interactions are consistent across all breakpoints. If the user clicks the browser back button or Cancel, the Select Offer screen is displayed.

Interaction Notes

| Key | Element                | Action                                                                     | Notes |
|-----|------------------------|----------------------------------------------------------------------------|-------|
| 1   | Payee Name Suggestions | onClick the Pay To field is populated with the selected payee              |       |
| 2   | Enter Payee Manually   | onClick form expands to display the Additional Payee Information Form view |       |



Wireframe: Balance Transfer Module - Enter Transfer Information (Name Suggestions/No Suggestions), Extra Small View

Enter Your Transfer Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod.

Pay From

FPO

[Partner] Credit Card Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$0.00

Remaining for Transfer: \$10,000.00

Your Selected Offer

[XX.XX%]

 Promotional APR on Balance Transfers until [MMM DD, YYYY]. 

[XX.XX%]

 Variable APR after [MMM DD, YYYY].

+ View Offer Fees & Details

Pay To

KOSHL

Did you mean KOHLS?

KOHLs, INC

KOHLs Credit Card Servicing

Enter Payee Manually

Payee Account Number

XXXXXXXXXXXXXXXX1234

Balance Transfer Amount

Page Notes

Module Type: Transactional Module

This is the Enter Transfer Information view of the Balance Transfer module. Upon submit, if Pay To field has similar matches, suggestions are displayed in a radio button list.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

Wireframe: Balance Transfer Module - Enter Transfer Information (New Payee Details), Large View

Balance Transfer

1

!

Itn tendae porecto bea poriti omnis experem que nus aut omnim nlmagn.

✕

Enter Your Transfer Information

Itn tendae porecto bea poriti omnis experem que nus aut omnim nlmagn.

Pay From

FPO

[Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$0.00

Remaining for Transfer: \$10,000.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY].  
[XX.XX%] Variable APR after [MMM DD, YYYY].

+ View Offer Fees & Details

2

Pay To

!

KOSHL

Did you mean?

☐

KOHLS, INC

☐

KOHLS Credit Card Servicing

☒

Enter Payee Manually

Address Line 1

123 Main Street

Address Line 2 (Optional)

Suite 1200

3

Page Notes

Module Type: Transactional Module

This is the Additional Payee Information form of the Balance Transfer Module. The form allows users to add new payees. This view is displayed after one attempt to submit the default form and data entered is not found in the database or onClick of the Enter Payee Manually link. The following form fields will be pre-populated: Pay To, Balance Transfer Amount and Payee Account Number.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

Interaction Notes

| Key | Element               | Action                                                                                                                                               | Notes                                                                                                                                                |
|-----|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Module Level Feedback | None                                                                                                                                                 | Notification appears if the user has hit submit and the user's creditor cannot be found. It does not display if they selected "Enter Payee Manually" |
| 2   | Form Fields           | onFocus activates the field; when the user exits the field, data is validated for formatting. If an error is found, a form field error is displayed. |                                                                                                                                                      |
| 3   | Address Line 2        | onFocus activates the field; when the user exits the field, data is validated for formatting. If an error is found, a form field error is displayed. | Optional field                                                                                                                                       |

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Wireframe: Balance Transfer Module - Enter Transfer Information (New Payee Details) (Continued), Large View

City

Chicago

State

Illinois

ZIP Code

60607

Payee Account Number ⓘ

XXXXXXXXXXXX1234

Balance Transfer Amount ⓘ

\$ XXXXXXXX.XX

INTEREST AND FEE INFORMATION

APR for Check Transactions

Use by Date

Fee

Paying Interest

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About Your Balance Transfer Offer

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Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.

4

Cancel

Continue

5

Page Notes

Module Type: Transactional Module

This is the Additional Payee Information form of the Balance Transfer Module. The form allows users to add new payees. This view is displayed after one attempt to submit the default form and data entered is not found in the database or onClick of the Enter Payee Manually link. The following form fields will be pre-populated: Pay To, Balance Transfer Amount and Payee Account Number.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

Interaction Notes

| Key | Element         | Action                                                                                                    | Notes |
|-----|-----------------|-----------------------------------------------------------------------------------------------------------|-------|
| 4   | Cancel button   | onClick displays the Enter Transfer Information view                                                      |       |
| 5   | Continue button | onClick data is submitted. If no errors exist, the Verify or Add Payee view is loaded with data populated |       |

Wireframe: Balance Transfer Module - Enter Transfer Information (New Payee Details), Extra Small View

!

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod.

⊗

Enter your Transfer Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod.

Pay From

FPO

[Partner] Credit Card Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$0.00

Remaining for Transfer: \$10,000.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY]. [XX.XX%] Variable APR after [MMM DD, YYYY].

+ View Offer Fees & Details

Pay To ⓘ

KOSHL

Did you mean KOHLS?

☐

KOHLS, INC

☐

KOHLS Credit Card Servicing

☒

Enter Payee Manually

Address Line 1

☐

KOHLS, INC

☐

KOHLS Credit Card Servicing

☒

Enter Payee Manually

Address Line 1

123 Main Street

Address Line 2 (Optional)

Suite 1200

City

Chicago

State

Illinois

ZIP Code

60607

Account Number ⓘ

XXXXXXXXXXXX1234

Balance Transfer Amount ⓘ

\$ XXXXXXXX.XX

INTEREST AND FEE INFORMATION

APR for Check Transactions

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Use by Date

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Page Notes

Module Type: Transactional Module

This is the Additional Payee Information form of the Balance Transfer Module. The form allows users to add new payees. This view is displayed after one attempt to submit the default form and data entered is not found in the database or onClick of the Enter Payee Manually link. The following form fields will be pre-populated: Pay To, Balance Transfer Amount and Payee Account Number.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

Wireframe: Balance Transfer Module - Verify or Add Payees, Large View

Balance Transfer

✕

Verify or Add Payees

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod.

Pay From

1

FPO

[Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$948.00

Remaining for Transfer: \$9,052.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY].

[XX.XX%] Variable APR after [MMM DD, YYYY].

+

View Offer Fees & Details

2

←

Select a Different Offer

Balance Transfer Request

3

PAY TO

ABC Home Services

ACCOUNT NUMBER

XXXXXXXXXX1234

ADDRESS

10101 Lost Highway, Apt  
Austin, TX 78704

AMOUNT

\$500.00

4

Edit

5

Remove

6

PAY TO

KOHL'S

ACCOUNT NUMBER

XXXXXXXXXX5678

AMOUNT

\$428.00

Edit

Remove

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Page Notes

Module Type: Transactional Module

This is the Verify or Add Payees screen of the Balance Transfer Module.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

Interaction Notes

| Key | Element                  | Action                                    | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|--------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Art and Card Info   | None                                      | Displays card information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 2   | Select a Different Offer | onClick displays the Select an Offer view | If the user clicks “Select a Different Offer” on the Verify view, they are brought to the Select an Offer screen to choose a new offer. The Change Offer modal is displayed over the Select an Offer view once the user selects a new offer to allow the user to approve the new offer terms. The system will display the Verify view, retaining the user’s original payee information upon selection of a new offer. Selecting cancel will dismiss the modal.<br><br><i>See Change Offer Modal for more information</i> |
| 3   | Payee Info               | None                                      | Displays payee entered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 4   | Edit                     | onClick displays edit the Amount field    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 5   | Remove                   | onClick launches Remove Payee modal       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6   | Address                  | None                                      | Conditional content. Address is shown if user enters it manually.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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Wireframe: Balance Transfer Module - Verify or Add Payees (Continued), Large View

Remaining for Transfer: \$9,052.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY].

[XX.XX%] Variable APR after [MMM DD, YYYY].

+ View Offer Fees & Details

< Select a Different Offer

Balance Transfer Request

PAY TO

ABC Home Services

ACCOUNT NUMBER

XXXXXXX1234

ADDRESS

10101 Lost Highway, Apt

Austin, TX 78704

AMOUNT

\$500.00

Edit

Remove

PAY TO

KOHL'S

ACCOUNT NUMBER

XXXXXXXXX5678

AMOUNT

\$428.00

Edit

Remove

7 + Add Another Payee

Summary

TRANSFER REQUESTED

\$928.00

FEES

\$20.00

TOTAL REQUESTED

\$948.00

8

REMAINING FOR TRANSFER

\$9,052.00

10

☐

I have read and agree to the Offer Details, Terms & Conditions

9

11

Cancel

Submit

12

Page Notes

Module Type: Transactional Module

This is the Verify or Add Payees screen of the Balance Transfer Module.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

Interaction Notes

| Key | Element                     | Action                                                                                                                                                                                                        | Notes                                                                         |
|-----|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| 7   | Add Another Payee link      | onClick displays the Enter Transfer Information screen                                                                                                                                                        | Link is suppressed if the user has entered 4 payees.                          |
| 8   | Total Requested             | None                                                                                                                                                                                                          | Dynamic content. Displays the total amount of selected transactions and fees. |
| 9   | Terms & Conditions link     | onClick displays the content modal with Terms & Conditions content                                                                                                                                            |                                                                               |
| 10  | Terms & Conditions checkbox | onClick selects and deselects checkbox option                                                                                                                                                                 | Required. Checkbox will be unselected by default.                             |
| 11  | Cancel button               | onClick display Select an Offer view                                                                                                                                                                          |                                                                               |
| 12  | Submit button               | onClick data is submitted. If the user has removed all their payees, display an error message. If no errors exist and payee information matches database, the Confirmation view is loaded with data populated |                                                                               |

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1197

## Balance Transfer

 Verify or Add Payees

Pay From

**FPQ** [Partner] Credit Card  
Ending in 1234

**Current Credit Limit:** \$10,000.00

**Total Amount Requested:** \$0.00

**Remaining for Transfer:** \$10,000.00

## 1 — View Offer Fees &amp; Details

See [Terms & Conditions](#) for more information.

## Page Notes

This is the Verify or Add Payees screen of the Balance Transfer Module.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

## Interaction Notes

| Key | Element                       | Action                                                        | Notes |
|-----|-------------------------------|---------------------------------------------------------------|-------|
| 1   | +/- Offer Fees & Details Link | onClick expands and collapses the details of each transaction |       |

Wireframe: Balance Transfer Module - Verify or Add Payees, Extra Small View

Verify or Add Payees

Lorem ipsum dolor sit amet, conljsf ave scheduled payments for

Pay From

FPO

[Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$948.00

Remaining for Transfer: \$9,052.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY]. [XX.XX%] Variable APR after [MMM DD, YYYY].

+ View Offer Fees & Details

Select a Different Offer

Balance Transfer Request

PAY TO

ABC Home Services

ACCOUNT NUMBER

XXXXXXXX1234

ADDRESS

10101 Lost Highway, Apt  
Austin, TX 78704

AMOUNT

\$500.00 Edit

FEE

\$10.00

Remove

+ Add Another Payee

Summary

|                    |         |                        |
|--------------------|---------|------------------------|
| TRANSFER REQUESTED | FEES    | TOTAL REQUESTED        |
| \$928.00           | \$20.00 | \$948.00               |
|                    |         | REMAINING FOR TRANSFER |
|                    |         | \$9,052.00             |

☐

I have read and agree to the Offer Details, Terms & Conditions

Submit

Cancel

Page Notes

Module Type: Transactional Module

This is the Verify or Add Payees screen of the Balance Transfer Module.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

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1199



Wireframe: Balance Transfer Module - Verify or Add Payees (Edit Amount), Large View

Balance Transfer

✕ Verify or Add Payees

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Pay From

FPO [Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$948.00

Remaining for Transfer: \$9,052.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY].  
[XX.XX%] Variable APR after [MMM DD, YYYY].  
[+ View Offer Fees & Details](#)

[← Select a Different Offer](#)

Balance Transfer Request

PAY TO  
ABC Home Services

AMOUNT

\$ 500.00

Remove

ACCOUNT NUMBER  
XXXXXXXXXX1234

ADDRESS  
10101 Lost Highway, Apt  
Austin, TX 78704

1 Cancel

2 Save

PAY TO  
ABC Home Services

AMOUNT

500.00

Remove

ACCOUNT NUMBER  
XXXXXXXXXX1234

ADDRESS  
10101 Lost Highway, Apt  
Austin, TX 78704

1 Cancel

2 Save

Page Notes

Module Type: Transactional Module

This is the Verify or Add Payees view of the Balance Transfer module. Display ‘Unsaved Changes Modal’ if user attempts to navigate away from this view.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select and Offer view is displayed.

Interaction Notes

| Key | Element            | Action                                                               | Notes                                                                                                                                                                                                             |
|-----|--------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Cancel button      | onClick discards changes, closes drawer and returns to default state |                                                                                                                                                                                                                   |
| 2   | Save Amount button | onClick saves the amount field                                       | An error is displayed if the user attempts to click the Submit button without saving the edit first. If information is valid, the Total Amount Requested, Fee Amount, and Remaining for Transfer is recalculated. |

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1200

Wireframe: Balance Transfer Module - Verify or Add Payees (Edit Amount Error), Large View

Balance Transfer

✕ Verify or Add Payees

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Pay From

FPO [Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$948.00

Remaining for Transfer: \$9,052.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY].  
[XX.XX%] Variable APR after [MMM DD, YYYY].  
[+ View Offer Fees & Details](#)

[< Select a Different Offer](#)

Balance Transfer Request

PAY TO  
ABC Home Services

AMOUNT

\$ 500.00

1

Uh-oh! We're having trouble connecting your card. Please try again or use a different card.

Cancel

Save

ACCOUNT NUMBER  
XXXXXXXXXX1234

ADDRESS  
10101 Lost Highway, Apt  
Austin, TX 78704

FEE  
\$10.00

Page Notes

Module Type: Transactional Module

This is the Verify or Add Payees view of the Balance Transfer module. Display Unsaved Changes modal if user attempts to navigate away from this view.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select and Offer view is displayed.

Interaction Notes

| Key | Element           | Action | Notes                                                                                                |
|-----|-------------------|--------|------------------------------------------------------------------------------------------------------|
| 1   | Field Level Error |        | An error is displayed if the user attempts to click the submit button without saving the edit first. |

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1201



Wireframe: Balance Transfer Module - Verify or Add Payees (Edit Amount & Amount Error), Extra Small View

FPO

[Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$948.00

Remaining for Transfer: \$9,052.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY]. [XX.XX%] Variable APR after [MMM DD, YYYY].

+ View Offer Fees & Details

< Select a Different Offer

Balance Transfer Summary

PAY TO  
ABC Home Services

ACCOUNT NUMBER  
XXXXXXXX1234

ADDRESS  
1O101 Lost Highway, Apt  
Austin, TX 78704

AMOUNT  
\$ 500.00

Cancel

Save

FEE  
\$10.00

Remove

PAY TO  
KOHLS

ACCOUNT NUMBER  
XXXX-XXXX-XXXX-XXXX

Edit Amount

FPO

[Partner] Credit Card  
Ending in 1234

Current Credit Limit: \$10,000.00

Total Amount Requested: \$948.00

Remaining for Transfer: \$9,052.00

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY]. [XX.XX%] Variable APR after [MMM DD, YYYY].

+ View Offer Fees & Details

< Select a Different Offer

Balance Transfer Request

PAY TO  
ABC Home Services

ACCOUNT NUMBER  
XXXXXXXX1234

ADDRESS  
1O101 Lost Highway, Apt  
Austin, TX 78704

AMOUNT  
\$ 500.00

!

Morbi leo risus porta actis consectetur amet vestibulum at risus porta actis consectetur amet vestibulum eros.

Cancel

Save

FEE  
\$10.00

Remove

PAY TO  
KOHLS

ACCOUNT NUMBER  
XXXX-XXXX-XXXX-XXXX

Amount Error

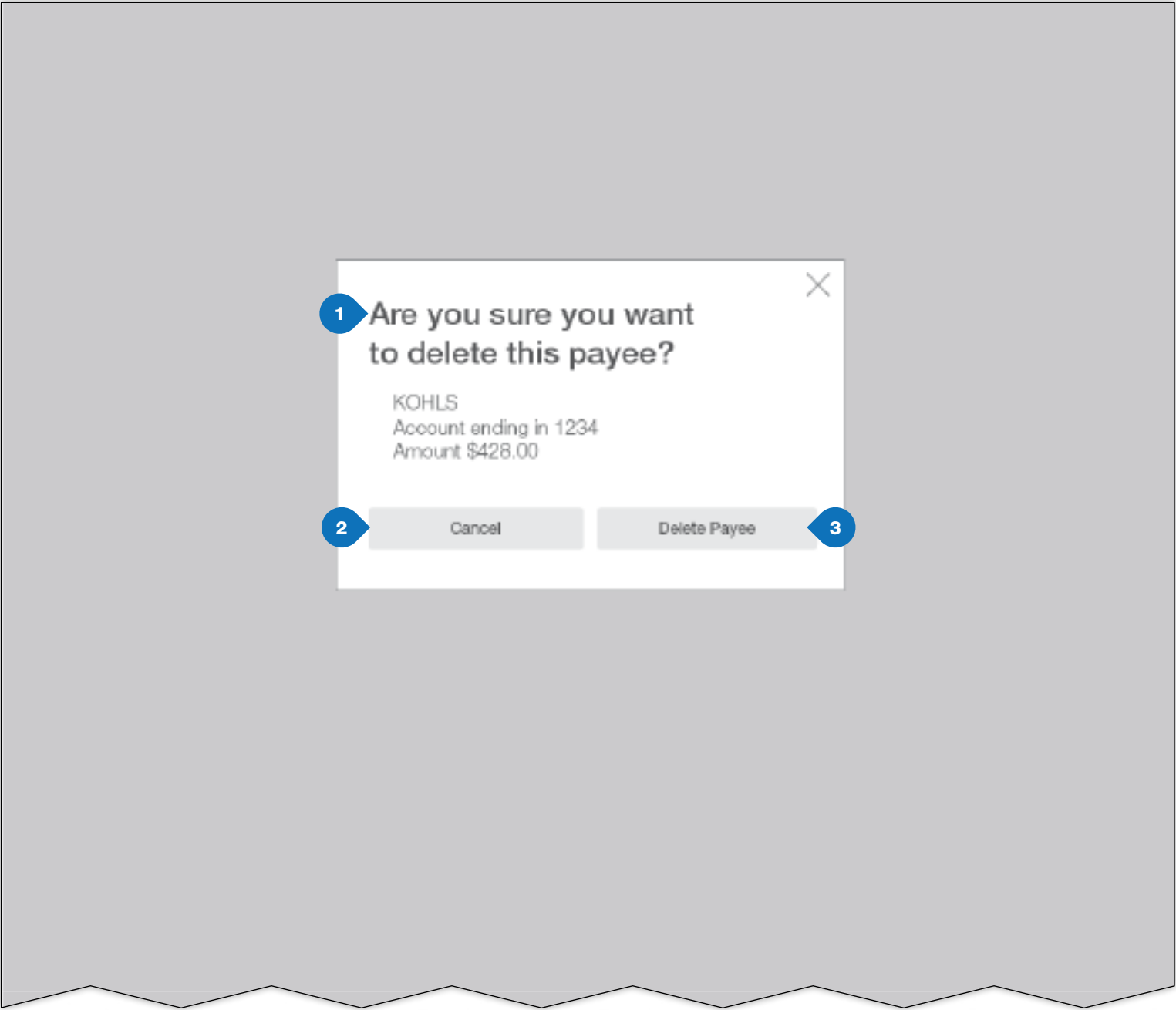
Page Notes

Module Type: Transactional Module

This is the Verify or Add Payees view of the Balance Transfer module.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer is displayed.

Wireframe: Balance Transfer Module - Remove Payee Modal, Large View



Page Notes

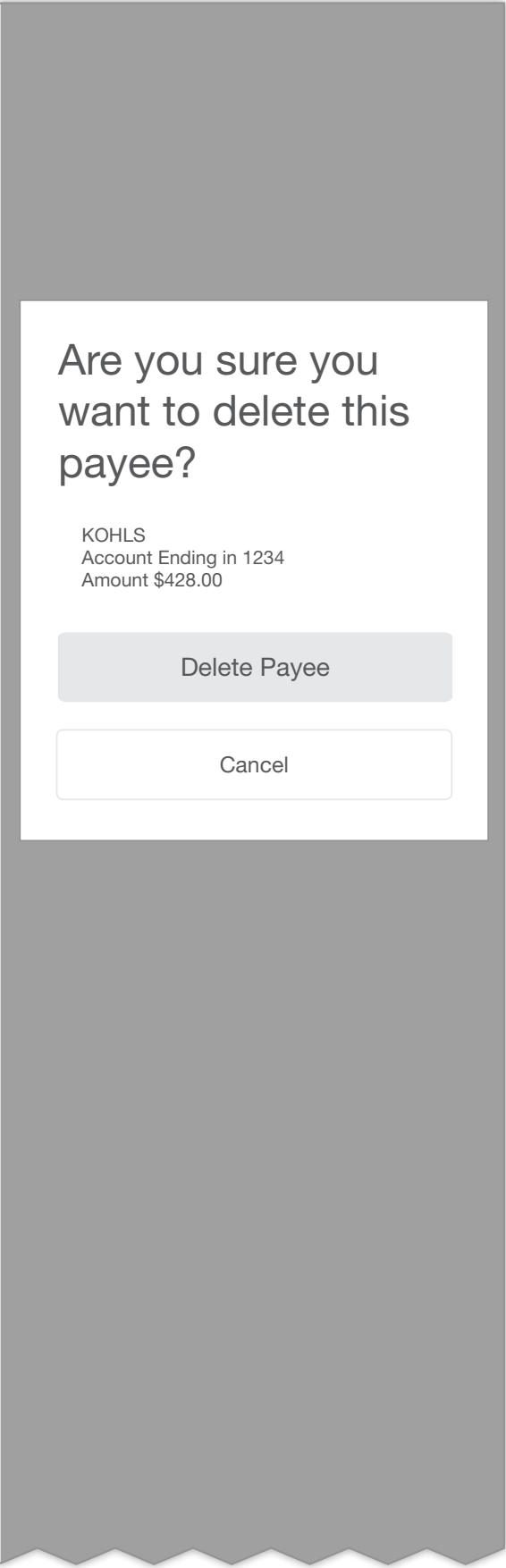
Module Type: Transactional Module

The Remove Payee modal is displayed when the user clicks the Remove link in the View or Add Payee view. If there is a system failure then display a module-level view level error on the Verify or Add a Payee screen. User must confirm that they want to remove the payee.

Interaction Notes

| Key | Element             | Action                                                                  | Notes                                                                                                                                      |
|-----|---------------------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Header              | None                                                                    |                                                                                                                                            |
| 2   | Cancel Button       | onClick dismisses the modal                                             |                                                                                                                                            |
| 3   | Delete Payee Button | onClick deletes the payee and displays the Verify or Add a Payee screen | If the user confirms the action and deletes the payee, the amount requested, fees, and amount available for transfer will be recalculated. |

Wireframe: Balance Transfer Module - Remove Payee Modal, Extra Small View



Page Notes

Module Type: Transactional Module

The Remove Payee Modal is displayed when the user clicks the Remove link on the View or Add Payee view. If there is a system failure then display a module-level error on the Verify or Add a Payee screen. User must confirm that they want to remove the payee.

## Balance Transfer

You've Completed an Online Balance  
Transfer Check Request

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05/15/2015

[Partner] Credit Card  
Ending in 1234

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY].  
[XX.XX%] Variable APR after [MMM DD, YYYY].

[+ View Offer Fees & Details](#)

## Balance Transfer Summary

|                         |               |               |
|-------------------------|---------------|---------------|
| <b>PAY TO</b>           | <b>AMOUNT</b> | <b>STATUS</b> |
| ABC Home Services       | \$500.00      | Pending       |
| <b>ACCOUNT NUMBER</b>   | <b>FEE</b>    |               |
| XXXXXXXXXX1234          | \$10.00       |               |
| <b>ADDRESS</b>          |               |               |
| 10101 Lost Highway, Apt |               |               |
| Austin, TX 78704        |               |               |

|                |          |         |
|----------------|----------|---------|
| PAY TO         | AMOUNT   | STATUS  |
| KOHL'S         | \$428.00 | Pending |
| ACCOUNT NUMBER | FEE      |         |
| XXXXXXXXXX5678 | \$10.00  |         |

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed and the flow is reset.

| Key | Element      | Action | Notes                                              |
|-----|--------------|--------|----------------------------------------------------|
| 1   | Dynamic Text | None   | Conditional content. Text varies for each partner. |

Wireframe: Balance Transfer Module - Confirmation (Continued), Large View

1

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DATE

05/15/2015

CARD INFO

[Partner] Credit Card

Ending in 1234

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY].

[XX.XX%] Variable APR after [MMM DD, YYYY].

+ View Offer Fees & Details

Balance Transfer Summary

PAY TO

ABC Home Services

AMOUNT

\$500.00

STATUS

Pending

ACCOUNT NUMBER

XXXXXXXXXX1234

FEE

\$10.00

ADDRESS

10101 Lost Highway, Apt

Austin, TX 78704

PAY TO

KOHL'S

AMOUNT

\$428.00

STATUS

Pending

ACCOUNT NUMBER

XXXXXXXXXX5678

FEE

\$10.00

TRANSFER REQUESTED

\$928.00

FEES

\$20.00

TOTAL REQUESTED

\$948.00

2

Go to Credit Home

Go to Manage Account

3

Page Notes

Module Type: Transactional Module

This is the Confirmation view of the Balance Transfer Module.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed and the flow is reset.

Interaction Notes

| Key | Element               | Action                                        | Notes                                              |
|-----|-----------------------|-----------------------------------------------|----------------------------------------------------|
| 1   | Dynamic Text          | None                                          | Conditional content. Text varies for each partner. |
| 2   | Credit Home button    | onClick displays the Credit Home landing page |                                                    |
| 3   | Manage Account button | onClick displays Manage Account landing page  |                                                    |

Wireframe: Balance Transfer Module - Confirmation, Extra Small View

You’ve Completed an Online Balance Transfer Check Request

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DATE

05/15/2015

CARD INFO

[Partner] Credit Card  
Ending in 1234

Your Selected Offer

[XX.XX%] Promotional APR on Balance Transfers until [MMM DD, YYYY]. [XX.XX%] Variable APR after [MMM DD, YYYY].

+ View Offer Fees & Details

Balance Transfer Summary

PAY TO

ABC Home Services

ACCOUNT NUMBER

XXXXXXXX1234

ADDRESS

10101 Lost Highway, Apt  
Austin, TX 78704

AMOUNT

\$500.00

FEE

\$10.00

TRANSFER REQUESTED

\$928.00

FEE

\$20.00

TOTAL REQUESTED

\$948.00

Go to Manage Account

Go to Credit Home

PAY TO

ABC Home Services

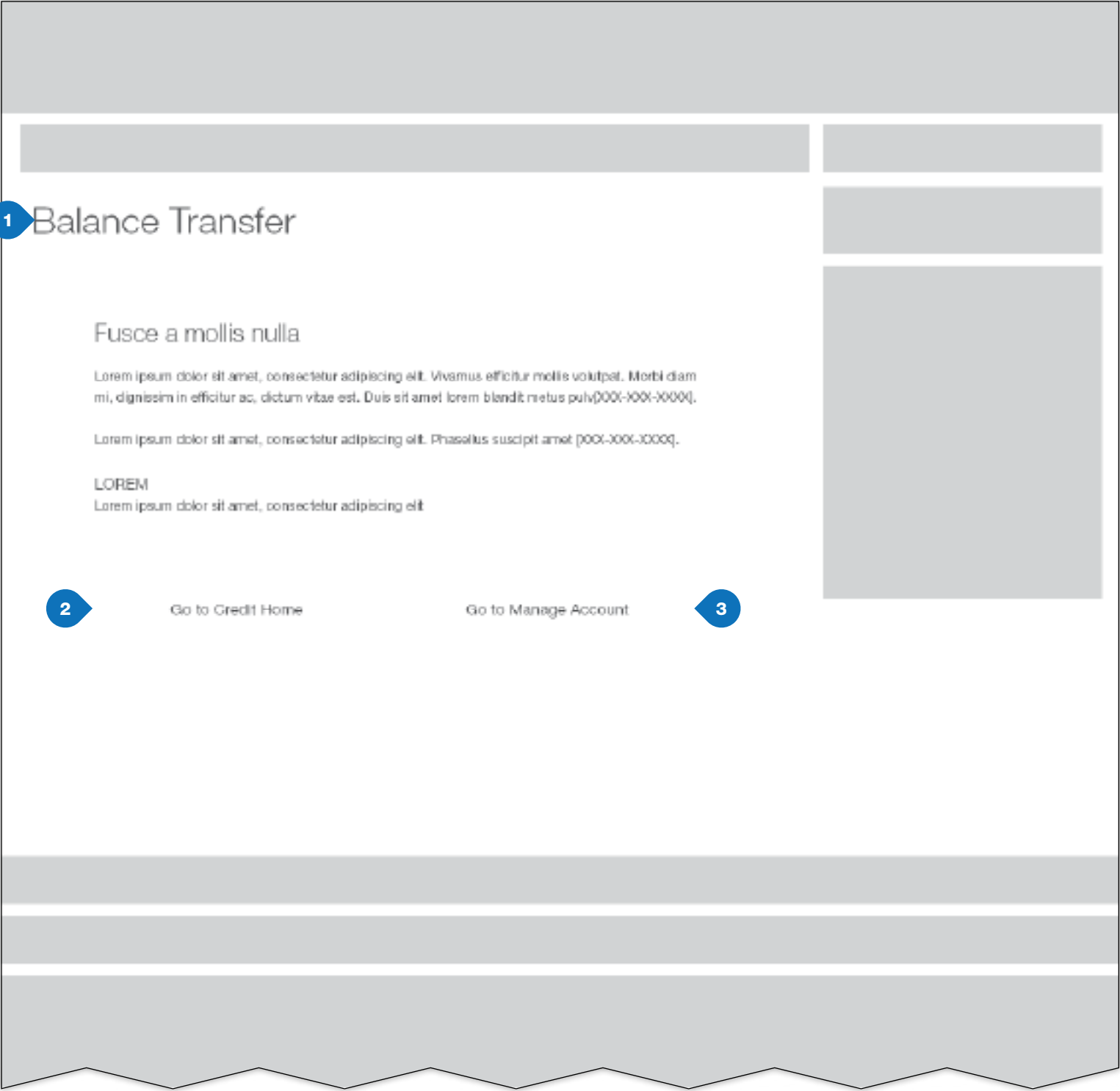
Page Notes

Module Type: Transactional Module

This is the Confirmation of the Balance Transfer Module. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.



Wireframe: Balance Transfer Module - Takeover, Large View



Page Notes

Module Type: Transactional Module

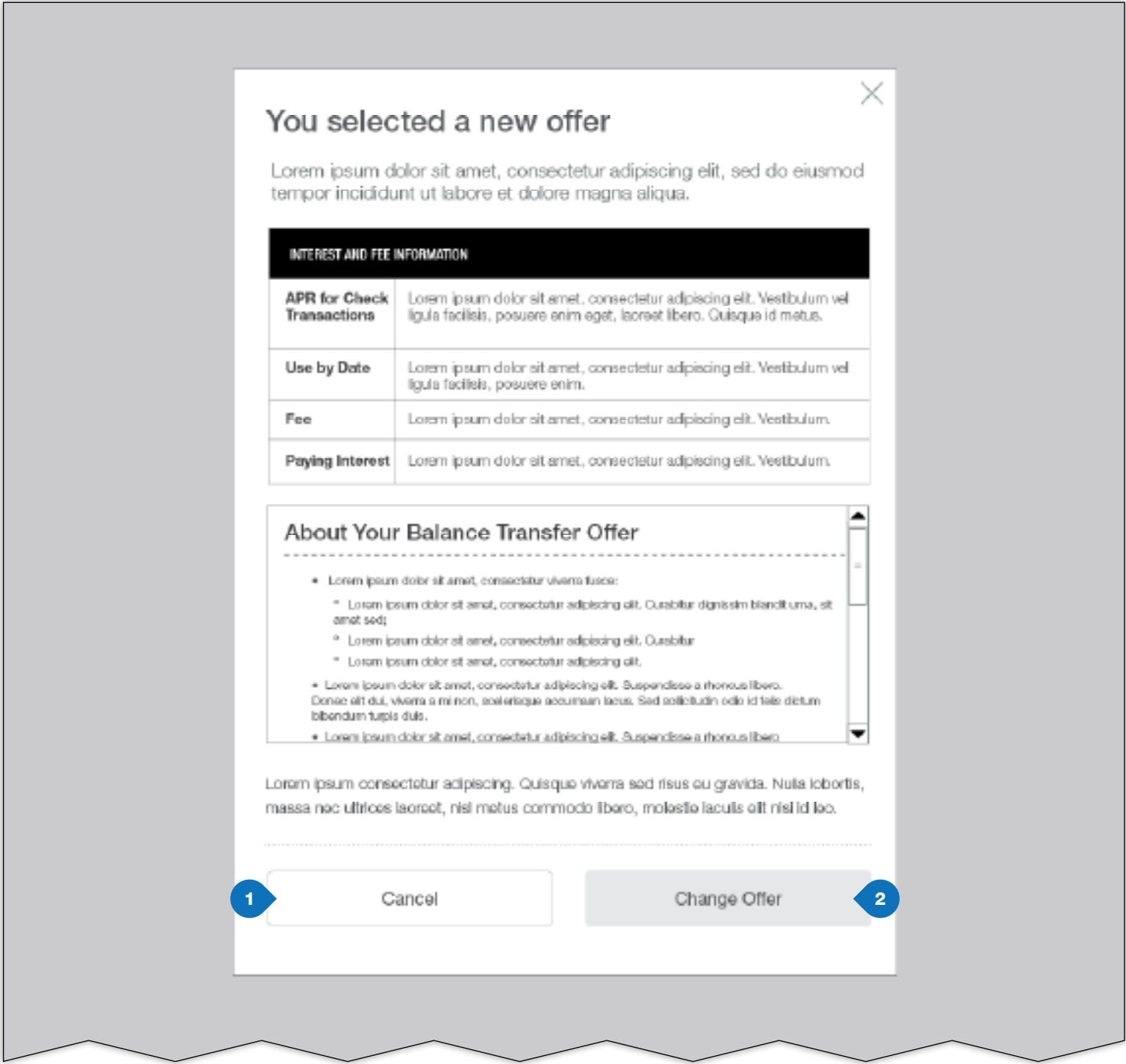
This is the takeover state of the Select an Offer view of the Balance Transfer Module. Displays module takeover if the account has no balance transfer offers available or if user is ineligible for balance transfer.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element               | Action                                        | Notes                                  |
|-----|-----------------------|-----------------------------------------------|----------------------------------------|
| 1   | Page Title            | None                                          | Refer to the copy deck for page title. |
| 2   | Credit Home button    | onClick displays the Credit Home landing page |                                        |
| 3   | Manage Account button | onClick displays Manage Account landing page  |                                        |

Wireframe: Balance Transfer Module - Change Offer Modal, Large View



Page Notes

Module Type: Transactional modal

This is the Change Offer modal of the Balance Transfer module. If the user clicks “Select a Different Offer” on the Verify view, they are brought to the Select an Offer screen to choose a new offer. The Change Offer modal is displayed over the Select an Offer view once the user selects a new offer to allow the user to approve the new offer terms. The system will display the Verify view, retaining the user’s original payee information upon selection of a new offer. Selecting cancel will dismiss the modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

Interaction Notes

| Key | Element             | Action                                                                                                                         | Notes |
|-----|---------------------|--------------------------------------------------------------------------------------------------------------------------------|-------|
| 1   | Cancel Button       | onClick the modal closes and the select an offer view is displayed                                                             |       |
| 2   | Change Offer Button | onClick the modal closes and the verify screen is displayed with the new offer displayed and any corresponding data is updated |       |



Wireframe: Balance Transfer Module - Change Offer Modal, Extra Small View

✕

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INTEREST AND FEE INFORMATION

|                            |                                                                                                                                                |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| APR for Check Transactions | Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum vel ligula facilisis, posuere enim eget, laoreet libero. Quisque id metus. |
| Use by Date                | Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum vel ligula facilisis, posuere                                              |
| Fee                        | Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum.                                                                           |
| Paying Interest            | Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum.                                                                           |

About Your Balance Transfer Offer

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Change Offer

Cancel

|                 |                                                                                                   |
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| Fee             | Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum.                              |
| Paying Interest | Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum.                              |

About Your Balance Transfer Offer

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Change Offer

Cancel

Page Notes

Module Type: Transactional modal

This is the Change Offer modal of the Balance Transfer module. If the user clicks “Select a Different Offer” on the Verify view, they are brought to the Select an Offer screen to choose a new offer. The Change Offer modal is displayed over the Select an Offer view once the user selects a new offer to allow the user to approve the new offer terms. The system will display the Verify view, retaining the user’s original payee information upon selection of a new offer. Selecting cancel will dismiss the modal.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. If the user clicks the browser back button or Cancel, the Select an Offer view is displayed.

Interaction Notes

| Key | Element             | Action                                                                                                                         | Notes |
|-----|---------------------|--------------------------------------------------------------------------------------------------------------------------------|-------|
| 1   | Cancel Button       | onClick the modal closes and the select an offer view is displayed                                                             |       |
| 2   | Change Offer Button | onClick the modal closes and the verify screen is displayed with the new offer displayed and any corresponding data is updated |       |

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| PAGE TITLE           |   |   |                 |                                                                                                                                                                                                                                                                                                         |                       |                                                                                                         |                       |                |                          |        |                                   |
|----------------------|---|---|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------------------------------------------------------------------------------------------|-----------------------|----------------|--------------------------|--------|-----------------------------------|
| D                    | T | M | ELEMENT         | COPY                                                                                                                                                                                                                                                                                                    | COPY (SPANISH)        | ADA                                                                                                     | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                             |
|                      |   |   | Page Title      | Balance Transfer                                                                                                                                                                                                                                                                                        | (Translation needed.) |                                                                                                         |                       |                |                          |        | Implement as a page title module. |
| SELECT AN OFFER PAGE |   |   |                 |                                                                                                                                                                                                                                                                                                         |                       |                                                                                                         |                       |                |                          |        |                                   |
| D                    | T | M | ELEMENT         | COPY                                                                                                                                                                                                                                                                                                    | COPY (SPANISH)        | ADA                                                                                                     | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                             |
|                      |   |   | Header          | Select an Offer                                                                                                                                                                                                                                                                                         | (Translation needed.) |                                                                                                         |                       |                |                          |        |                                   |
|                      |   |   | Text            | Accessing Balance Transfer Checks online is a fast way to consolidate debt into one monthly payment or pay for unexpected expenses. Get started now by choosing an offer below.                                                                                                                         | (Translation needed.) |                                                                                                         |                       |                |                          |        |                                   |
|                      |   |   | Subhead         | Offers For                                                                                                                                                                                                                                                                                              | (Translation needed.) |                                                                                                         |                       |                |                          |        |                                   |
|                      |   |   | Tooltip         | [Tooltip Icon]                                                                                                                                                                                                                                                                                          | [Tooltip Icon]        | Open Balance Transfer Check Processing tooltip.<br><br>Close Balance Transfer Check Processing tooltip. | (Translation needed.) |                |                          |        |                                   |
|                      |   |   | Tooltip header  | Balance Transfer Check Processing                                                                                                                                                                                                                                                                       | (Translation needed.) |                                                                                                         |                       |                |                          |        |                                   |
|                      |   |   | Tooltip text    | Online balance transfer checks are processed once every business day. Therefore, the Available for Transfer and Current Credit Limit amounts shown may not reflect all balance transfer requests. Online balance transfer checks that exceed your available credit limit may be declined at processing. | (Translation needed.) |                                                                                                         |                       |                |                          |        |                                   |
|                      |   |   | Dynamic Content | [Card / Program Name] Ending in [XXXX]                                                                                                                                                                                                                                                                  | (Translation needed.) |                                                                                                         |                       |                |                          |        |                                   |
|                      |   |   | Text            | Current Credit Limit:                                                                                                                                                                                                                                                                                   | (Translation needed.) |                                                                                                         |                       |                |                          |        |                                   |
|                      |   |   | Dynamic Content | [\$XXXX.XX]                                                                                                                                                                                                                                                                                             |                       |                                                                                                         |                       |                |                          |        |                                   |
|                      |   |   | Text            | Available for Transfer:                                                                                                                                                                                                                                                                                 | (Translation needed.) |                                                                                                         |                       |                |                          |        |                                   |

|  |  |  |                 |                                                                                                                    |                       |                                               |                          |  |  |  |                                |
|--|--|--|-----------------|--------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------------------------------|--------------------------|--|--|--|--------------------------------|
|  |  |  | Dynamic Content | [\$XXXX.XX]                                                                                                        |                       |                                               |                          |  |  |  |                                |
|  |  |  | Tooltip         | [Tooltip Icon]                                                                                                     |                       | Open Avail-<br>able for Transfer<br>Tooltip.  | (Translation<br>needed.) |  |  |  |                                |
|  |  |  |                 |                                                                                                                    |                       | Close Avail-<br>able for Transfer<br>Tooltip. |                          |  |  |  |                                |
|  |  |  | Tooltip Header  | Available for Transfer                                                                                             | (Translation needed.) |                                               |                          |  |  |  |                                |
|  |  |  | Tooltip text    | This is the portion of your total credit line available for balance transfer.                                      | (Translation needed.) |                                               |                          |  |  |  |                                |
|  |  |  | Subhead         | Available Offers                                                                                                   | (Translation needed.) |                                               |                          |  |  |  |                                |
|  |  |  | Dynamic Content | [XX.XX]% Promotional APR on Balance Transfers until [MMM, DD YYYY].<br>[XX.XX]% Variable APR after [MMM, DD YYYY]. | (Translation needed.) |                                               |                          |  |  |  | Once for each available offer. |
|  |  |  | Text            | RESPOND BY DATE                                                                                                    | (Translation needed.) |                                               |                          |  |  |  | Once for each available offer. |
|  |  |  | Dynamic Content | [MMM, DD YYYY]                                                                                                     |                       |                                               |                          |  |  |  | Once for each available offer. |
|  |  |  | Button          | Select Offer                                                                                                       | (Translation needed.) |                                               |                          |  |  |  | Once for each available offer. |
|  |  |  | Text            | OFFER                                                                                                              | (Translation needed.) |                                               |                          |  |  |  | Once for each available offer. |
|  |  |  | Dynamic Content | [OFFER DESCRIPTION]                                                                                                |                       |                                               |                          |  |  |  | Once for each available offer. |
|  |  |  | Text            | BALANCE TRANSFER FEE                                                                                               | (Translation needed.) |                                               |                          |  |  |  | Once for each available offer. |
|  |  |  | Dynamic Content | [BALANCE TRANSFER FEE DE-<br>SCRIPTION]                                                                            |                       |                                               |                          |  |  |  | Once for each available offer. |
|  |  |  | Text            | TRANSFER OPTIONS                                                                                                   | (Translation needed.) |                                               |                          |  |  |  | Once for each available offer. |
|  |  |  | Dynamic Content | Pay up to [X] payees.                                                                                              |                       |                                               |                          |  |  |  | Once for each available offer. |

|                       |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                       |     |               |                |                          |        |                                                                                   |
|-----------------------|---|---|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------|
|                       |   |   | Text               | You may transfer balances up to your available credit limit including the balance transfer fee. If your credit limit decreases, this will impact your ability to transfer a balance with this offer. If you transfer a balance with this offer you may not be able to avoid interest on your purchases. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by the due date each month.<br><br>See <a href="#">Terms &amp; Conditions</a> for more information. | (Translation needed.) |     |               |                |                          |        | Once for each available offer.<br><br>Links to About Your Balance Transfer modal. |
|                       |   |   | Link               | <a href="#">View More Offers</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                       |     |               |                |                          |        | Conditional: SM/XS views.                                                         |
| TAKEOVER – NO OFFERS  |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                       |     |               |                |                          |        |                                                                                   |
| D                     | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | COPY (SPANISH)        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                             |
|                       |   |   | Heading            | No Offers Available                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | (Translation needed.) |     |               |                |                          |        |                                                                                   |
|                       |   |   | Text               | We’re sorry. We do not have any balance transfers available to you online at this time. You may be able to transfer your balances over the phone by calling our Customer Care Center at [XXX-XXX-XXXX].<br><br>If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].<br><br>HOURS<br>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]                                                                                                                                                                                        | (Translation needed.) |     |               |                |                          |        | CIL Error Codes 102, 5145                                                         |
|                       |   |   | Button (Primary)   | Go to Manage Account                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                       |     |               |                |                          |        |                                                                                   |
|                       |   |   | Button (Secondary) | Go to Credit Home                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                       |     |               |                |                          |        |                                                                                   |
| TAKEOVER – INELIGIBLE |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                       |     |               |                |                          |        |                                                                                   |
| D                     | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | COPY (SPANISH)        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                             |
|                       |   |   | Heading            | Account Not Eligible                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                       |     |               |                |                          |        |                                                                                   |

|                                         |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                       |     |               |                |                          |        |       |
|-----------------------------------------|---|---|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----|---------------|----------------|--------------------------|--------|-------|
|                                         |   |   | Text               | Currently your account is not eligible for a Balance Transfer transaction. You will receive a letter in 7 to 10 business days that will provide the reasons. If after receiving the letter you have any additional questions, please call our Customer Care Center at [XXX-XXX-XXXX]. If outside the U.S., Canada and Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX].<br><br>HOURS<br>[Day-Day HH:MM am/pm -HH:MM am/pm TZ]                                                                                                                                                                  |                       |     |               |                |                          |        |       |
|                                         |   |   | Button (Primary)   | Go to Manage Account                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                       |     |               |                |                          |        |       |
|                                         |   |   | Button (Secondary) | Go to Credit Home                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                       |     |               |                |                          |        |       |
| BALANCE TRANSFER MODULE, WHAT TO EXPECT |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                       |     |               |                |                          |        |       |
| D                                       | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | COPY (SPANISH)        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                                         |   |   | Heading            | What to Expect                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | (Translation needed.) |     |               |                |                          |        |       |
|                                         |   |   | Text               | Completing your online balance transfer check is easy and takes only minutes. Just make sure you have the following items on hand before you continue:<br><br>1. The name of all creditors you want to pay off. These are your Payees. You can pay off up to 4 creditors with balance transfer checks.<br><br>2. All Payee account numbers, typically found on your statement.<br><br>3. The payment addresses for all Payees, in case we can't locate a creditor in our database.<br><br>4. The amount you want to transfer (subject to your available credit and any balance transfer fees). | (Translation needed.) |     |               |                |                          |        |       |
|                                         |   |   | Button (Primary)   | Continue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | (Translation needed.) |     |               |                |                          |        |       |

|                            |   |   |                    |                                                                                                                                                                                                                    |                       |     |               |                |                          |        |                                    |
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|                            |   |   | Button (Secondary) | Cancel                                                                                                                                                                                                             | (Translation needed.) |     |               |                |                          |        |                                    |
| ENTER TRANSFER INFORMATION |   |   |                    |                                                                                                                                                                                                                    |                       |     |               |                |                          |        |                                    |
| D                          | T | M | ELEMENT            | COPY                                                                                                                                                                                                               | COPY (SPANISH)        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                              |
|                            |   |   | Heading            | Enter Your Transfer Information                                                                                                                                                                                    | (Translation needed.) |     |               |                |                          |        |                                    |
|                            |   |   | Text               | Enter the amount you'd like to transfer and your payee information so a transfer check can be issued. You cannot use your balance transfer check to pay other accounts issued by Citibank, N.A. or its affiliates. | (Translation needed.) |     |               |                |                          |        |                                    |
|                            |   |   | Subhead            | Pay From                                                                                                                                                                                                           | (Translation needed.) |     |               |                |                          |        |                                    |
|                            |   |   | Dynamic Content    | [Card / Program Name] Ending in [XXXX]                                                                                                                                                                             | (Translation needed.) |     |               |                |                          |        |                                    |
|                            |   |   | Text               | Current Credit Limit:                                                                                                                                                                                              | (Translation needed.) |     |               |                |                          |        |                                    |
|                            |   |   | Dynamic Content    | [\$XXXX.XX]                                                                                                                                                                                                        |                       |     |               |                |                          |        |                                    |
|                            |   |   | Text               | Total Amount Requested:                                                                                                                                                                                            | (Translation needed.) |     |               |                |                          |        |                                    |
|                            |   |   | Dynamic Content    | [\$XXXX.XX]                                                                                                                                                                                                        |                       |     |               |                |                          |        |                                    |
|                            |   |   | Text               | Remaining for Transfer:                                                                                                                                                                                            | (Translation needed.) |     |               |                |                          |        |                                    |
|                            |   |   | Dynamic Content    | [\$XXXX.XX]                                                                                                                                                                                                        |                       |     |               |                |                          |        |                                    |
|                            |   |   | Subhead            | Your Selected Offer                                                                                                                                                                                                | (Translation needed.) |     |               |                |                          |        |                                    |
|                            |   |   | Dynamic Content    | [XX.XX]% Promotional APR on Balance Transfers until [MMM, DD YYYY]. [XX.XX]% Variable APR after [MMM, DD YYYY].                                                                                                    | (Translation needed.) |     |               |                |                          |        | Once for each available offer.     |
|                            |   |   | Link               | <a href="#">View Offer Fees &amp; Details</a>                                                                                                                                                                      | (Translation needed.) |     |               |                |                          |        | Links to Terms & Conditions modal. |
|                            |   |   | Text               | TRANSFER MUST POST BY                                                                                                                                                                                              | (Translation needed.) |     |               |                |                          |        | Conditional: When expanded.        |
|                            |   |   | Dynamic Content    | [MMM, DD YYYY]                                                                                                                                                                                                     |                       |     |               |                |                          |        | Conditional: When expanded.        |
|                            |   |   | Text               | OFFER                                                                                                                                                                                                              | (Translation needed.) |     |               |                |                          |        | Conditional: When expanded.        |
|                            |   |   | Dynamic Content    | [OFFER DESCRIPTION]                                                                                                                                                                                                |                       |     |               |                |                          |        | Conditional: When expanded.        |



|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                       |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                          |  |                                                                                |
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|  |  |  | Text            | BALANCE TRANSFER FEE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                          |  | Conditional: When expanded.                                                    |
|  |  |  | Dynamic Content | [BALANCE TRANSFER FEE DESCRIPTION]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                       |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                          |  | Conditional: When expanded.                                                    |
|  |  |  | Text            | TRANSFER OPTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                          |  | Conditional: When expanded.                                                    |
|  |  |  | Dynamic Content | Pay up to [X] payees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                       |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                          |  | Conditional: When expanded.                                                    |
|  |  |  | Text            | You may transfer balances up to your available credit limit including the balance transfer fee. If your credit limit decreases, this will impact your ability to transfer a balance with this offer. If you transfer a balance with this offer you may not be able to avoid interest on your purchases. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by the due date each month. See <a href="#">Terms &amp; Conditions</a> for more information. | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                          |  | Conditional: When expanded.<br><br>Links to About Your Balance Transfer modal. |
|  |  |  | Link            | <a href="#">Hide Offer Fees &amp; Details</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                          |  | Conditional: When expanded.                                                    |
|  |  |  | Field Label     | Pay To                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | (Translation needed.) |  |  | Client side error message<br><br>If blank:<br>Please enter the name of Payee to which you would like to transfer this balance.<br><br>If user enters more than 29 characters:<br>Please enter a Payee Name less than 29 characters.<br><br>If Citi to Citi transfer request:<br>You cannot transfer balances from other accounts issued by Citibank, N.A. or its affiliates. Click here for more details: <a href="#">www.citi.com/affiliatesproducts</a> . Please enter a different Payee. | Client side error message<br><br>If blank:<br>(Translation needed.)<br><br>If user enters more than 29 characters:<br>(Translation needed.)<br><br>(Translation needed.) |  | CIL Error Codes 102, 5152                                                      |

|  |  |  |                               |                                                                                                                                                                                                                                                                                                                                                     |                       |                        |                          |  |  |  |                                                                                                                                                                                                                                     |
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|  |  |  | Tooltip Link                  | [Tooltip Icon]                                                                                                                                                                                                                                                                                                                                      | [Tooltip Icon]        | Open Payee<br>Tooltip. | (Translation<br>needed.) |  |  |  |                                                                                                                                                                                                                                     |
|  |  |  | Tooltip<br>Header             | Pay To                                                                                                                                                                                                                                                                                                                                              | (Translation needed.) |                        |                          |  |  |  |                                                                                                                                                                                                                                     |
|  |  |  | Text                          | You can transfer outstanding bal-<br>ances from credit cards, specialty<br>store and gas cards, and school or<br>auto loans to your [Card/Program<br>Name] credit card. We cannot<br>balance transfer to a checking<br>account, savings account, another<br>person, the IRS, or another ac-<br>count issued by Citibank, N.A. or<br>its affiliates. | (Translation needed.) |                        |                          |  |  |  |                                                                                                                                                                                                                                     |
|  |  |  | Text                          | [Payee]                                                                                                                                                                                                                                                                                                                                             | (Translation needed.) |                        |                          |  |  |  |                                                                                                                                                                                                                                     |
|  |  |  | Text                          | Did you mean [Payee]?                                                                                                                                                                                                                                                                                                                               | (Translation needed.) |                        |                          |  |  |  | Conditional: If user enters<br>unrecognized Payee.<br>This radio button list is<br>conditional based on what<br>the user enters in the Pay<br>To field and indicates their<br>selection if they select one<br>of the options shown. |
|  |  |  | Radio But-<br>ton             | [Payee]                                                                                                                                                                                                                                                                                                                                             |                       |                        |                          |  |  |  | Conditional: If user enters<br>unrecognized Payee. Once<br>for each suggested Payee.                                                                                                                                                |
|  |  |  | Text                          | Enter Payee Manually                                                                                                                                                                                                                                                                                                                                | (Translation needed.) |                        |                          |  |  |  | Conditional: If Payee can-<br>not be located. Link trig-<br>gers form.                                                                                                                                                              |
|  |  |  | Module<br>Level Feed-<br>back | We weren't able to find your<br>creditor. Please complete the fields<br>below to help us complete your<br>transfer.                                                                                                                                                                                                                                 | (Translation needed.) |                        |                          |  |  |  | Conditional: If Payee can-<br>not be located.                                                                                                                                                                                       |



|  |  |  |             |                |                       |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                       |  |                              |
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|  |  |  | Field Label | Address Line 1 | (Translation needed.) |  |  | <div>Client-side Errors (Field Level):</div> <div>If user enters special characters:</div> <div>Please re-enter the Address using only numbers and letters (periods and hyphens are also allowed).</div> <div>If user enters more than 26 characters:</div> <div>Please re-enter the Address. Your entry must be less than 26 characters in length.</div> <div>If blank:</div> <div>Please enter the Address. Please use numbers and letters (periods and hyphens are also allowed).</div> <div>If user does not enter numbers:</div> <div>Numbers in the address are required. Please re-enter an address.</div> | <div>Client-side Errors (Field Level):</div> <div>If user enters special characters: (Translation needed.)</div> <div>If user enters more than 26 characters: (Translation needed.)</div> <div>If blank: (Translation needed.)</div> <div>If user does not enter numbers: (Translation needed.)</div> |  | Conditional: No Payee found. |
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|  |  |  |             |                           |                       |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                     |  |                              |
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|  |  |  | Field Label | Address Line 2 (Optional) | (Translation needed.) |  |  | Client-side Errors (Field Level):<br><br>If user enters special characters:<br><br>Please re-enter the Address using only numbers and letters (periods and hyphens are also allowed).<br><br>If user enters more than 35 characters:<br><br>Please re-enter the Address. Your entry must be less than 35 characters in length.<br><br>If user does not enter numbers:<br>Numbers in the address are required. Please re-enter an address. | Client-side Errors (Field Level):<br><br>If user enters special characters: (Translation needed.)<br><br>If user enters more than 35 characters: (Translation needed.)<br><br>If user does not enter numbers: (Translation needed.) |  | Conditional: No Payee found. |
|  |  |  | Field Label | City                      | (Translation needed.) |  |  | Client-side Errors (Field Level):<br><br>If user enters invalid characters:<br><br>Please re-enter the City. Numbers and special characters such as "&" and "(" )" are not allowed.<br><br>If blank:<br><br>Please enter the City.<br><br>If user enters more than 18 characters:<br><br>Please re-enter the City. Your entry must be less than 18 characters in length.                                                                  | Client-side Errors (Field Level):<br><br>If user enters invalid characters: (Translation needed.)<br><br>If blank: (Translation needed.)<br><br>If user enters more than 18 characters: (Translation needed.)                       |  | Conditional: No Payee found. |

|  |  |  |                  |            |                       |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                    |  |                              |
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|  |  |  | Dropdown Label   | State      | (Translation needed.) |  |  | Client-side Errors (Field Level):<br><br>If blank:<br><br>Please enter the State.                                                                                                                                                                                                                                                                                                                                                | Client-side Errors (Field Level):<br><br>If blank:<br><br>(Translation needed.)                                                                                                                                                                                                                    |  | Conditional: No Payee found. |
|  |  |  | Dropdown Element | Select One | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                    |  | Conditional: No Payee found. |
|  |  |  | Field Label      | ZIP Code   | (Translation needed.) |  |  | Client-side Errors (Field Level):<br><br>If user enters non-numeric characters:<br><br>Please re-enter the ZIP Code using numbers only.<br><br>If user enters less than 5 characters:<br><br>Please re-enter the ZIP Code using at least 5 characters.<br><br>If blank:<br><br>Please enter the ZIP Code.<br><br>Server side error message if does not match state:<br>State and ZIP Code do not match. Please confirm accuracy. | Client-side Errors (Field Level):<br><br>If user enters non-numeric characters:<br><br>(Translation needed.)<br><br>If user enters less than 5 characters:<br><br>(Translation needed.)<br><br>If blank:<br><br>(Translation needed.)<br><br>If does not match state:<br><br>(Translation needed.) |  | CIL Error Codes 102, 5154    |

|  |  |  |                |                                                                       |                       |                               |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                   |  |  |
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|  |  |  | Field Label    | Payee Account Number                                                  | (Translation needed.) |                               |                       | Client-side error messages:<br><br>If user enters less than 1 or more than 19 characters in length:<br>Please re-enter a Payee Account Number less than 20 characters.<br><br>If blank:<br>Please enter the Payee Account Number.<br><br>Client-side warning message, if user enters characters other than numbers and letters:<br>Please re-enter the Payee Account Number. Spaces, dashes, and special characters are not allowed. | Client-side error messages:<br><br>If user enters less than 1 or more than 19 characters in length:<br>(Translation needed.)<br><br>If blank:<br>(Translation needed.)<br><br>Client-side warning message, if user enters characters other than numbers:<br>(Translation needed.) |  |  |
|  |  |  | Numeric Field  | [XXXXXXXXXXXXXXXXX]                                                   |                       |                               |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Tooltip Link   | [Tooltip Icon]                                                        | [Tooltip Icon]        | Open Account Number Tooltip.  | (Translation needed.) |                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  |                |                                                                       |                       | Close Account Number Tooltip. |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Tooltip Header | Payee Account Number                                                  | (Translation needed.) |                               |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Tooltip Text   | You can locate your Payee Account Number on any statement or invoice. | (Translation needed.) |                               |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Field Label    | Balance Transfer Amount                                               | (Translation needed.) |                               |                       | Client-side warning message, if user enters characters other than numbers or number with more than 2 decimal places:<br>Please re-enter your transfer amount using numbers only. Also, only 2 decimal places are allowed.                                                                                                                                                                                                            | Client-side warning message, if user enters characters other than numbers or number with more than 2 decimal places:<br><br>(Translation needed.)                                                                                                                                 |  |  |

|  |  |  |                |                                                                                                                                                                                                                                                                                                                                           |                                 |                                |                       |                                                                                                                                                                                                                                           |                                                                                                                          |  |  |
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|  |  |  | Numeric Field  | \$[XX.XX]                                                                                                                                                                                                                                                                                                                                 |                                 |                                |                       | Client-side warning message, if user enters amount exceeding amount available for transfer:<br>Exceeds the amount available for transfer, including the balance transfer fee. Please re-enter an amount that's at least \$[XXX.XX] lower. | Client-side warning message, if user enters amount exceeding amount available for transfer:<br><br>(Translation needed.) |  |  |
|  |  |  | Tooltip Link   | [Tooltip Icon]                                                                                                                                                                                                                                                                                                                            | [Tooltip Icon]                  | Open Balance Transfer Tooltip. | (Translation needed.) |                                                                                                                                                                                                                                           |                                                                                                                          |  |  |
|  |  |  |                |                                                                                                                                                                                                                                                                                                                                           | Close Balance Transfer Tooltip. |                                |                       |                                                                                                                                                                                                                                           |                                                                                                                          |  |  |
|  |  |  | Tooltip Header | Balance Transfer Amount                                                                                                                                                                                                                                                                                                                   | (Translation needed.)           |                                |                       |                                                                                                                                                                                                                                           |                                                                                                                          |  |  |
|  |  |  | Tooltip Text   | The Transfer Amount refers to the portion of your balance you wish to transfer. You can enter your entire balance or just a portion. You may transfer balances up to your available credit limit including the balance transfer fee. If your credit limit decreases, this will impact your ability to transfer a balance with this offer. | (Translation needed.)           |                                |                       |                                                                                                                                                                                                                                           |                                                                                                                          |  |  |
|  |  |  | Table Header   | INTEREST AND FEE INFORMATION                                                                                                                                                                                                                                                                                                              | (Translation needed.)           |                                |                       |                                                                                                                                                                                                                                           |                                                                                                                          |  |  |
|  |  |  | Subhead        | APR for Check Transactions                                                                                                                                                                                                                                                                                                                | (Translation needed.)           |                                |                       |                                                                                                                                                                                                                                           |                                                                                                                          |  |  |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                           |                       |  |  |  |  |  |  |
|--|--|--|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|--|
|  |  |  | Text    | [X.XX]% (Promotional APR on transferred balances until [MMM, DD YYYY]).<br><br>After [MMM, DD YYYY], you will be charged the standard variable APR for purchases, currently [X.XX]%. This APR will vary with the market based on the Prime rate.                                                                                                                          | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Subhead | Use by Date                                                                                                                                                                                                                                                                                                                                                               | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | The transaction must post to your account by [MMM, DD YYYY] for the promotional APR and fee to apply. After that date, you will not receive the promotional APR. Instead, the standard variable APR for purchases will apply and there will be no fee.                                                                                                                    | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Subhead | Fee                                                                                                                                                                                                                                                                                                                                                                       | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | [\$XX.XX] or [X]% of the amount of each transaction, whichever is greater.                                                                                                                                                                                                                                                                                                | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Subhead | Paying Interest                                                                                                                                                                                                                                                                                                                                                           | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | We will begin charging interest on these checks on the transaction date.                                                                                                                                                                                                                                                                                                  | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Heading | About Your Balance Transfer Offer                                                                                                                                                                                                                                                                                                                                         | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | <ul style="list-style-type: none"><li>We may decline to process your request for this offer:</li><li>If you do not have enough available credit at the time of the transaction, or if your account is closed;</li><li>If your payment is past due, or if you have filed for bankruptcy; or</li><li>To protect your account when we suspect fraudulent activity.</li></ul> | (Translation needed.) |  |  |  |  |  |  |



|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                             |                       |  |  |  |  |  |  |
|--|--|--|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|--|
|  |  |  | Text | <ul style="list-style-type: none"><li>Your available credit will change based upon your account activity and any changes in your credit limit. We may decrease your credit limit without prior notice. If your credit limit decreases, this will impact your ability to transfer a balance with this offer.</li></ul>                                       | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>You cannot transfer balances from other accounts issued by Citibank, N.A. or its affiliates. Click here for more details: <a href="http://www.citi.com/affiliatesproducts">www.citi.com/affiliatesproducts</a></li></ul>                                                                                              | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>Be sure you do not transfer any disputed purchase or other charge amount, as you may lose your dispute rights.</li></ul>                                                                                                                                                                                              | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>If you transfer a balance with this offer you may not be able to avoid interest on purchases, which may reduce your savings with this offer. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by your due date each month.</li></ul> | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>We may apply the portion of your payments up to your minimum payment due to lower APR balances first, including your transferred balances. This may reduce your savings with this offer.</li></ul>                                                                                                                    | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>Transferred balance amounts, do not earn any rebates, points, or reward benefits associated with your card, unless otherwise indicated.</li></ul>                                                                                                                                                                     | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>Your Card is Issued by Citibank N.A.</li></ul>                                                                                                                                                                                                                                                                        | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | For more information, please see the <a href="#">FAQs</a> .                                                                                                                                                                                                                                                                                                 | (Translation needed.) |  |  |  |  |  |  |

|                           |   |   |                       |                                                                                                                                                                                                                                                  |                       |                                       |                       |                |                          |        |                                                                                     |
|---------------------------|---|---|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------------------------|-----------------------|----------------|--------------------------|--------|-------------------------------------------------------------------------------------|
|                           |   |   | Text                  | This transaction will constitute a charge against your credit account.                                                                                                                                                                           | (Translation needed.) |                                       |                       |                |                          |        |                                                                                     |
|                           |   |   | Button (Primary)      | Continue                                                                                                                                                                                                                                         | (Translation needed.) | Continue to verify payee information. | (Translation needed.) |                |                          |        |                                                                                     |
|                           |   |   | Button (Primary)      | Add Payee                                                                                                                                                                                                                                        | (Translation needed.) | Add payee and verify information.     | (Translation needed.) |                |                          |        | Conditional: If user has already entered a payee, button label and ADA text change. |
|                           |   |   | Button (Secondary)    | Cancel                                                                                                                                                                                                                                           | (Translation needed.) |                                       |                       |                |                          |        |                                                                                     |
|                           |   |   | Module-Level Feedback | You cannot transfer balances from other accounts issued by Citibank, N.A. or its affiliates. Click here for more details: <a href="http://www.citi.com/affiliatesproducts">www.citi.com/affiliatesproducts</a> . Please enter a different Payee. | (Translation needed.) |                                       |                       |                |                          |        | Conditional: If Payee information entered is another Citibank account.              |
|                           |   |   | Module-Level Feedback | Our records show a pending or recent transfer check to this Payee. Please enter a different Payee.                                                                                                                                               | (Translation needed.) |                                       |                       |                |                          |        | Conditional: If duplicate Payee information is entered within last 20 days.         |
| VERIFY OR ADD PAYEES PAGE |   |   |                       |                                                                                                                                                                                                                                                  |                       |                                       |                       |                |                          |        |                                                                                     |
| D                         | T | M | ELEMENT               | COPY                                                                                                                                                                                                                                             | COPY (SPANISH)        | ADA                                   | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                               |
|                           |   |   | Heading               | Verify or Add Payees                                                                                                                                                                                                                             | (Translation needed.) |                                       |                       |                |                          |        |                                                                                     |
|                           |   |   | Text                  | Before submitting your transfer request, review your creditor information below. You can remove, edit and view payees, or add additional payees.                                                                                                 | (Translation needed.) |                                       |                       |                |                          |        |                                                                                     |
|                           |   |   | Subhead               | Pay From                                                                                                                                                                                                                                         | (Translation needed.) |                                       |                       |                |                          |        |                                                                                     |
|                           |   |   | Dynamic Content       | [Card / Program Name] Ending in [XXXX]                                                                                                                                                                                                           | (Translation needed.) |                                       |                       |                |                          |        |                                                                                     |
|                           |   |   | Text                  | Current Credit Limit:                                                                                                                                                                                                                            | (Translation needed.) |                                       |                       |                |                          |        |                                                                                     |
|                           |   |   | Dynamic Content       | [\$XXXX.XX]                                                                                                                                                                                                                                      |                       |                                       |                       |                |                          |        |                                                                                     |
|                           |   |   | Text                  | Total Amount Requested:                                                                                                                                                                                                                          | (Translation needed.) |                                       |                       |                |                          |        |                                                                                     |
|                           |   |   | Dynamic Content       | [\$XXXX.XX]                                                                                                                                                                                                                                      |                       |                                       |                       |                |                          |        |                                                                                     |



|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                       |  |  |  |  |  |                                                                                |
|--|--|--|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|--------------------------------------------------------------------------------|
|  |  |  | Text            | Remaining for Transfer:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | (Translation needed.) |  |  |  |  |  |                                                                                |
|  |  |  | Dynamic Content | [\$XXXX.XX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                       |  |  |  |  |  |                                                                                |
|  |  |  | Subhead         | Your Selected Offer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | (Translation needed.) |  |  |  |  |  |                                                                                |
|  |  |  | Dynamic Content | [XX.XX]% Promotional APR on Balance Transfers until [MMM, DD YYYY]. [XX.XX]% Variable APR after [MMM, DD YYYY].                                                                                                                                                                                                                                                                                                                                                                                                                        |                       |  |  |  |  |  | Once for each available offer.                                                 |
|  |  |  | Link            | View Offer Fees & Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | (Translation needed.) |  |  |  |  |  | Links to Terms & Conditions modal.                                             |
|  |  |  | Text            | TRANSFER MUST POST BY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.                                                    |
|  |  |  | Dynamic Content | [MMM, DD YYYY]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                       |  |  |  |  |  | Conditional: When expanded.                                                    |
|  |  |  | Text            | OFFER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.                                                    |
|  |  |  | Dynamic Content | [OFFER DESCRIPTION]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                       |  |  |  |  |  | Conditional: When expanded.                                                    |
|  |  |  | Text            | BALANCE TRANSFER FEE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.                                                    |
|  |  |  | Dynamic Content | [BALANCE TRANSFER FEE DESCRIPTION]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                       |  |  |  |  |  | Conditional: When expanded.                                                    |
|  |  |  | Text            | TRANSFER OPTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.                                                    |
|  |  |  | Dynamic Content | Pay up to [X] payees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.                                                    |
|  |  |  | Text            | You may transfer balances up to your available credit limit including the balance transfer fee. If your credit limit decreases, this will impact your ability to transfer a balance with this offer. If you transfer a balance with this offer you may not be able to avoid interest on your purchases. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by the due date each month. See <a href="#">Terms &amp; Conditions</a> for more information. | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.<br><br>Links to About Your Balance Transfer modal. |
|  |  |  | Link            | Hide Offer Fees & Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.                                                    |
|  |  |  | Link            | Select a Different Offer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | (Translation needed.) |  |  |  |  |  |                                                                                |

|  |  |  |                  |                          |                       |  |  |                                                                                                                                                                                                                                                                                         |                       |  |                                                          |
|--|--|--|------------------|--------------------------|-----------------------|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|----------------------------------------------------------|
|  |  |  | Subhead          | Balance Transfer Request | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  |                                                          |
|  |  |  | Table Head-er    | PAY TO                   | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Dynamic Content  | [CREDITOR NAME]          |                       |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Text             | ACCOUNT NUMBER           | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Dynamic Content  | [XXXXXXXXXX]             |                       |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Text             | ADDRESS                  | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Dynamic Content  | [CREDITOR ADDRESS]       |                       |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Table Head-er    | AMOUNT                   | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Dynamic Content  | [TRANSFER AMOUNT]        |                       |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Link             | Edit                     | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Conditional Link | Save                     | (Translation needed.) |  |  | Client side error, field level — blank field, special characters:<br>Please enter a valid Balance Transfer amount using numbers only.<br><br>Client side error, field level — exceeds maximum:<br>This amount exceeds the amount available for transfer. Please enter a smaller amount. | (Translation needed.) |  | Conditional: If user clicks into “AMOUNT” field to edit. |
|  |  |  | Conditional Link | Cancel                   |                       |  |  |                                                                                                                                                                                                                                                                                         |                       |  |                                                          |
|  |  |  | Table Head-er    | FEE                      | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Dynamic Content  | [FEE AMOUNT]             |                       |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Link             | Remove                   | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  | Once for each Payee.                                     |
|  |  |  | Link             | Add Another Payee        | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  |                                                          |
|  |  |  | Subhead          | Summary                  | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                                         |                       |  |                                                          |

|  |  |  |                       |                                                                                                                                                                                            |                       |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|--|--|--|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|-----------------------------------------------------------------------------|
|  |  |  | Text                  | TRANSFER REQUESTED                                                                                                                                                                         | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|  |  |  | Dynamic Content       | [\$XXX.XX]                                                                                                                                                                                 |                       |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|  |  |  | Table Header          | FEES                                                                                                                                                                                       | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|  |  |  | Dynamic Content       | [FEE AMOUNT]                                                                                                                                                                               |                       |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|  |  |  | Table Header          | TOTAL REQUESTED                                                                                                                                                                            | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|  |  |  | Dynamic Content       | [\$XXX.XX]                                                                                                                                                                                 |                       |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|  |  |  | Text                  | REMAINING FOR TRANSFER                                                                                                                                                                     | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|  |  |  | Dynamic Content       | [\$XXX.XX]                                                                                                                                                                                 |                       |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|  |  |  | Checkbox              | I have read and agreed to the Offer Details, Terms & Conditions.                                                                                                                           | (Translation needed.) |  |  | Server side error message:<br>Please select the checkbox to continue.                                                                                                                                                                                                       |                       |  | Links to Terms & Conditions modal.                                          |
|  |  |  | Button (Primary)      | Submit                                                                                                                                                                                     | (Translation needed.) |  |  | Server side error message:<br>You already requested the same balance transfer within the last 20 days on [DuplicateBTProcessedDate]. Please try a different payee name, account, or amount.<br><br>Server side error message:<br>Please add at least one payee to continue. | (Translation needed.) |  | CIL Error Codes 102, 5133                                                   |
|  |  |  | Button (Secondary)    | Cancel                                                                                                                                                                                     | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                             |                       |  |                                                                             |
|  |  |  | Module-Level Feedback | Please save edits to your Transfer Amount before continuing to calculate potential changes in your Transfer Fee.                                                                           | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                             |                       |  | Conditional: If user fails to save Amount updated.                          |
|  |  |  | Module-Level Feedback | You cannot transfer balances from other accounts issued by Citibank, N.A. or its affiliates. Click here for more details: www.citi.com/affiliatesproducts. Please enter a different Payee. | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                             |                       |  | Conditional: If Payee information entered is another Citibank account.      |
|  |  |  | Module-Level Feedback | Our records show a pending or recent transfer check to this Payee. Please enter a different Payee.                                                                                         | (Translation needed.) |  |  |                                                                                                                                                                                                                                                                             |                       |  | Conditional: If duplicate Payee information is entered within last 20 days. |

| REMOVE PAYEE WARNING MODAL |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                          |                       |     |               |                |                          |        |       |
|----------------------------|---|---|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----|---------------|----------------|--------------------------|--------|-------|
| D                          | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                                                                                                     | COPY (SPANISH)        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                            |   |   | Heading            | Are you sure you want to delete this payee?                                                                                                                                                                                                                                                                                                                                                              | (Translation needed.) |     |               |                |                          |        |       |
|                            |   |   | Dynamic Content    | [PAYEE NAME]                                                                                                                                                                                                                                                                                                                                                                                             |                       |     |               |                |                          |        |       |
|                            |   |   | Text               | Account ending in [XXXX]                                                                                                                                                                                                                                                                                                                                                                                 | (Translation needed.) |     |               |                |                          |        |       |
|                            |   |   | Text               | AMOUNT                                                                                                                                                                                                                                                                                                                                                                                                   | (Translation needed.) |     |               |                |                          |        |       |
|                            |   |   | Dynamic Content    | [\$XXX.XX]                                                                                                                                                                                                                                                                                                                                                                                               |                       |     |               |                |                          |        |       |
|                            |   |   | Button (Primary)   | Delete Payee                                                                                                                                                                                                                                                                                                                                                                                             | (Translation needed.) |     |               |                |                          |        |       |
|                            |   |   | Button (Secondary) | Cancel                                                                                                                                                                                                                                                                                                                                                                                                   | (Translation needed.) |     |               |                |                          |        |       |
| TRANSFER CONFIRMATION PAGE |   |   |                    |                                                                                                                                                                                                                                                                                                                                                                                                          |                       |     |               |                |                          |        |       |
| D                          | T | M | ELEMENT            | COPY                                                                                                                                                                                                                                                                                                                                                                                                     | COPY (SPANISH)        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                            |   |   | Heading            | You've Completed an Online Balance Transfer Check Request                                                                                                                                                                                                                                                                                                                                                | (Translation needed.) |     |               |                |                          |        |       |
|                            |   |   | Heading            | Timing of Your Request                                                                                                                                                                                                                                                                                                                                                                                   | (Translation needed.) |     |               |                |                          |        |       |
|                            |   |   | Text               | The funds should be deposited into your bank account in 1-2 business days, though it can take up to 10 days for the transfer to be completed. Continue to make minimum payments to your creditors until the account(s) are paid for in full. Interest charges are assessed as soon as transactions post to your account, which can be as early as today. Checks received by mail will expire in 90 days. | (Translation needed.) |     |               |                |                          |        |       |
|                            |   |   | Heading            | The Status of Your Request                                                                                                                                                                                                                                                                                                                                                                               | (Translation needed.) |     |               |                |                          |        |       |

|  |  |  |                 |                                                                                                                                                                                |                       |  |  |  |  |  |                                    |
|--|--|--|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|------------------------------------|
|  |  |  | Text            | You will receive notification of the status of your request within 7-10 business days.<br><br>However, you can view the status of all transfer requests within 1 business day. | (Translation needed.) |  |  |  |  |  |                                    |
|  |  |  | Dynamic Content | [XXXX]                                                                                                                                                                         |                       |  |  |  |  |  |                                    |
|  |  |  | Text            | DATE                                                                                                                                                                           | (Translation needed.) |  |  |  |  |  |                                    |
|  |  |  | Dynamic Content | [MM/DD/YYYY]                                                                                                                                                                   |                       |  |  |  |  |  |                                    |
|  |  |  | Text            | PAY FROM                                                                                                                                                                       | (Translation needed.) |  |  |  |  |  |                                    |
|  |  |  | Dynamic Content | [Card / Program Name] Ending in [XXXX]                                                                                                                                         |                       |  |  |  |  |  |                                    |
|  |  |  | Text            | YOUR SELECTED OFFER:                                                                                                                                                           | (Translation needed.) |  |  |  |  |  |                                    |
|  |  |  | Dynamic Content | [XX.XX]% Promotional APR on Balance Transfers until [MMM, DD YYYY]. [XX.XX]% Variable APR after [MMM, DD YYYY].                                                                | (Translation needed.) |  |  |  |  |  | Once for each available offer.     |
|  |  |  | Link            | View Offer Fees & Details                                                                                                                                                      | (Translation needed.) |  |  |  |  |  | Links to Terms & Conditions modal. |
|  |  |  | Link            | Hide Offer Fees & Details                                                                                                                                                      | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.        |
|  |  |  | Text            | TRANSFER MUST POST BY                                                                                                                                                          | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.        |
|  |  |  | Dynamic Content | [MMM, DD YYYY]                                                                                                                                                                 |                       |  |  |  |  |  | Conditional: When expanded.        |
|  |  |  | Text            | OFFER                                                                                                                                                                          | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.        |
|  |  |  | Dynamic Content | [OFFER DESCRIPTION]                                                                                                                                                            |                       |  |  |  |  |  | Conditional: When expanded.        |
|  |  |  | Text            | BALANCE TRANSFER FEE                                                                                                                                                           | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.        |
|  |  |  | Dynamic Content | [BALANCE TRANSFER FEE DESCRIPTION]                                                                                                                                             |                       |  |  |  |  |  | Conditional: When expanded.        |
|  |  |  | Text            | TRANSFER OPTIONS                                                                                                                                                               | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.        |
|  |  |  | Dynamic Content | Pay up to [X] payees.                                                                                                                                                          |                       |  |  |  |  |  | Conditional: When expanded.        |

|  |  |  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                       |  |  |  |  |  |                                                                                |
|--|--|--|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|--------------------------------------------------------------------------------|
|  |  |  | Text            | You may transfer balances up to your available credit limit including the balance transfer fee. If your credit limit decreases, this will impact your ability to transfer a balance with this offer. If you transfer a balance with this offer you may not be able to avoid interest on your purchases. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by the due date each month. See <a href="#">Terms &amp; Conditions</a> for more information. | (Translation needed.) |  |  |  |  |  | Conditional: When expanded.<br><br>Links to About Your Balance Transfer modal. |
|  |  |  | Subhead         | Balance Transfer Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | (Translation needed.) |  |  |  |  |  |                                                                                |
|  |  |  | Table Header    | PAY TO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | (Translation needed.) |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Dynamic Content | [CREDITOR NAME]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                       |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Text            | ACCOUNT NUMBER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | (Translation needed.) |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Dynamic Content | [XXXXXXXXXX]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                       |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Text            | ADDRESS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | (Translation needed.) |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Dynamic Content | [PAYEE ADDRESS]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                       |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Table Header    | AMOUNT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | (Translation needed.) |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Dynamic Content | [TRANSFER AMOUNT]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                       |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Table Header    | FEE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | (Translation needed.) |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Dynamic Content | [TRANSFER FEE]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                       |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Table Header    | STATUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | (Translation needed.) |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Dynamic Content | [Status]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                       |  |  |  |  |  | Once for each Payee.                                                           |
|  |  |  | Subhead         | Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | (Translation needed.) |  |  |  |  |  |                                                                                |



|                                   |   |   |                     |                                                                                                                                                                                                                                                                                                                                                                           |                       |     |               |                |                           |        |       |
|-----------------------------------|---|---|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----|---------------|----------------|---------------------------|--------|-------|
|                                   |   |   | Table Head-er       | TRANSFER REQUESTED                                                                                                                                                                                                                                                                                                                                                        | (Translation needed.) |     |               |                |                           |        |       |
|                                   |   |   | Dynamic Content     | [\$XXX.XX]                                                                                                                                                                                                                                                                                                                                                                |                       |     |               |                |                           |        |       |
|                                   |   |   | Table Head-er       | FEES                                                                                                                                                                                                                                                                                                                                                                      | (Translation needed.) |     |               |                |                           |        |       |
|                                   |   |   | Dynamic Content     | [\$XXX.XX]                                                                                                                                                                                                                                                                                                                                                                |                       |     |               |                |                           |        |       |
|                                   |   |   | Table Head-er       | TOTAL REQUESTED                                                                                                                                                                                                                                                                                                                                                           | (Translation needed.) |     |               |                |                           |        |       |
|                                   |   |   | Dynamic Content     | [\$XXX.XX]                                                                                                                                                                                                                                                                                                                                                                |                       |     |               |                |                           |        |       |
|                                   |   |   | Button (Pri-mary)   | Go to Credit Home                                                                                                                                                                                                                                                                                                                                                         | (Translation needed.) |     |               |                |                           |        |       |
|                                   |   |   | Button (Sec-ondary) | Go to Manage Account                                                                                                                                                                                                                                                                                                                                                      | (Translation needed.) |     |               |                |                           |        |       |
| ABOUT YOUR BALANCE TRANSFER MODAL |   |   |                     |                                                                                                                                                                                                                                                                                                                                                                           |                       |     |               |                |                           |        |       |
| D                                 | T | M | ELEMENT             | COPY                                                                                                                                                                                                                                                                                                                                                                      | COPY (SPANISH)        | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPAN-ISH) | CMS ID | NOTES |
|                                   |   |   | Table Head-er       | About Your Balance Transfer                                                                                                                                                                                                                                                                                                                                               | (Translation needed.) |     |               |                |                           |        |       |
|                                   |   |   | Text                | <ul style="list-style-type: none"><li>We may decline to process your request for this offer:</li><li>If you do not have enough available credit at the time of the transaction, or if your account is closed;</li><li>If your payment is past due, or if you have filed for bankruptcy; or</li><li>To protect your account when we suspect fraudulent activity.</li></ul> | (Translation needed.) |     |               |                |                           |        |       |

|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                             |                       |  |  |  |  |  |               |
|--|--|--|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|---------------|
|  |  |  | Text | <ul style="list-style-type: none"><li>Your available credit will change based upon your account activity and any changes in your credit limit. We may decrease your credit limit without prior notice. If your credit limit decreases, this will impact your ability to transfer a balance with this offer.</li></ul>                                       | (Translation needed.) |  |  |  |  |  |               |
|  |  |  | Text | <ul style="list-style-type: none"><li>You cannot transfer balances from other accounts issued by Citibank, N.A. or its affiliates. Click here for more details: <a href="http://www.citi.com/affiliatesproducts">www.citi.com/affiliatesproducts</a></li></ul>                                                                                              | (Translation needed.) |  |  |  |  |  |               |
|  |  |  | Text | <ul style="list-style-type: none"><li>Be sure you do not transfer any disputed purchase or other charge amount, as you may lose your dispute rights.</li></ul>                                                                                                                                                                                              | (Translation needed.) |  |  |  |  |  |               |
|  |  |  | Text | <ul style="list-style-type: none"><li>If you transfer a balance with this offer you may not be able to avoid interest on purchases, which may reduce your savings with this offer. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by your due date each month.</li></ul> | (Translation needed.) |  |  |  |  |  |               |
|  |  |  | Text | <ul style="list-style-type: none"><li>We may apply the portion of your payments up to your minimum payment due to lower APR balances first, including your transferred balances. This may reduce your savings with this offer.</li></ul>                                                                                                                    | (Translation needed.) |  |  |  |  |  |               |
|  |  |  | Text | <ul style="list-style-type: none"><li>Transferred balance amounts, do not earn any rebates, points, or reward benefits associated with your card, unless otherwise indicated.</li></ul>                                                                                                                                                                     | (Translation needed.) |  |  |  |  |  |               |
|  |  |  | Text | <ul style="list-style-type: none"><li>Your Card is Issued by Citibank N.A.</li></ul>                                                                                                                                                                                                                                                                        | (Translation needed.) |  |  |  |  |  |               |
|  |  |  | Text | <a href="#">For more information, please see the FAQs.</a>                                                                                                                                                                                                                                                                                                  | (Translation needed.) |  |  |  |  |  | Links to FAQs |
|  |  |  | Text | This transaction will constitute a charge against your credit account.                                                                                                                                                                                                                                                                                      | (Translation needed.) |  |  |  |  |  |               |



|                          |   |   |              |                                                                                                                                                                                                                                                        |                       |                                          |               |                |                          |        |       |
|--------------------------|---|---|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------------------|---------------|----------------|--------------------------|--------|-------|
|                          |   |   | Link/Icon    | [Close]                                                                                                                                                                                                                                                | (Translation needed.) | Close Terms and Conditions and continue. |               |                |                          |        |       |
| TERMS & CONDITIONS MODAL |   |   |              |                                                                                                                                                                                                                                                        |                       |                                          |               |                |                          |        |       |
| D                        | T | M | ELEMENT      | COPY                                                                                                                                                                                                                                                   | COPY (SPANISH)        | ADA                                      | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES |
|                          |   |   | Table Header | INTEREST AND FEE INFORMATION                                                                                                                                                                                                                           | (Translation needed.) |                                          |               |                |                          |        |       |
|                          |   |   | Subhead      | APR for Check Transactions                                                                                                                                                                                                                             | (Translation needed.) |                                          |               |                |                          |        |       |
|                          |   |   | Text         | [X.XX]% (Promotional APR on transferred balances until [MMM, DD YYYY]).<br><br>After [MMM, DD YYYY], you will be charged the standard variable APR for purchases, currently [X.XX]%. This APR will vary with the market based on the Prime rate.       | (Translation needed.) |                                          |               |                |                          |        |       |
|                          |   |   | Subhead      | Use by Date                                                                                                                                                                                                                                            | (Translation needed.) |                                          |               |                |                          |        |       |
|                          |   |   | Text         | The transaction must post to your account by [MMM, DD YYYY] for the promotional APR and fee to apply. After that date, you will not receive the promotional APR. Instead, the standard variable APR for purchases will apply and there will be no fee. | (Translation needed.) |                                          |               |                |                          |        |       |
|                          |   |   | Subhead      | Fee                                                                                                                                                                                                                                                    | (Translation needed.) |                                          |               |                |                          |        |       |
|                          |   |   | Text         | [\$XX.XX] or [X]% of the amount of each transaction, whichever is greater.                                                                                                                                                                             | (Translation needed.) |                                          |               |                |                          |        |       |
|                          |   |   | Subhead      | Paying Interest                                                                                                                                                                                                                                        | (Translation needed.) |                                          |               |                |                          |        |       |
|                          |   |   | Text         | We will begin charging interest on these checks on the transaction date.                                                                                                                                                                               | (Translation needed.) |                                          |               |                |                          |        |       |
|                          |   |   | Heading      | About Your Balance Transfer Offer                                                                                                                                                                                                                      | (Translation needed.) |                                          |               |                |                          |        |       |

|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                                           |                       |  |  |  |  |  |  |
|--|--|--|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|--|
|  |  |  | Text | <ul style="list-style-type: none"><li>We may decline to process your request for this offer:</li><li>If you do not have enough available credit at the time of the transaction, or if your account is closed;</li><li>If your payment is past due, or if you have filed for bankruptcy; or</li><li>To protect your account when we suspect fraudulent activity.</li></ul> | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>Your available credit will change based upon your account activity and any changes in your credit limit. We may decrease your credit limit without prior notice. If your credit limit decreases, this will impact your ability to transfer a balance with this offer.</li></ul>                                                     | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>You cannot transfer balances from other accounts issued by Citibank, N.A. or its affiliates. Click here for more details: <a href="http://www.citi.com/affiliatesproducts">www.citi.com/affiliatesproducts</a></li></ul>                                                                                                            | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>Be sure you do not transfer any disputed purchase or other charge amount, as you may lose your dispute rights.</li></ul>                                                                                                                                                                                                            | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text | <ul style="list-style-type: none"><li>If you transfer a balance with this offer you may not be able to avoid interest on purchases, which may reduce your savings with this offer. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by your due date each month.</li></ul>               | (Translation needed.) |  |  |  |  |  |  |

|                    |   |   |              |                                                                                                                                                                                                                                                  |                       |                                          |               |                |                          |        |               |
|--------------------|---|---|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------------------|---------------|----------------|--------------------------|--------|---------------|
|                    |   |   | Text         | <ul style="list-style-type: none"><li>We may apply the portion of your payments up to your minimum payment due to lower APR balances first, including your transferred balances. This may reduce your savings with this offer.</li></ul>         | (Translation needed.) |                                          |               |                |                          |        |               |
|                    |   |   | Text         | <ul style="list-style-type: none"><li>Transferred balance amounts, do not earn any rebates, points, or reward benefits associated with your card, unless otherwise indicated.</li></ul>                                                          | (Translation needed.) |                                          |               |                |                          |        |               |
|                    |   |   | Text         | <ul style="list-style-type: none"><li>Your Card is Issued by Citibank N.A.</li></ul>                                                                                                                                                             | (Translation needed.) |                                          |               |                |                          |        |               |
|                    |   |   | Text         | <a href="#">For more information, please see the FAQs.</a>                                                                                                                                                                                       | (Translation needed.) |                                          |               |                |                          |        | Links to FAQs |
|                    |   |   | Text         | This transaction will constitute a charge against your credit account.                                                                                                                                                                           | (Translation needed.) |                                          |               |                |                          |        |               |
|                    |   |   | Link/Icon    | [Close]                                                                                                                                                                                                                                          | (Translation needed.) | Close Terms and Conditions and continue. |               |                |                          |        |               |
| OFFER CHANGE MODAL |   |   |              |                                                                                                                                                                                                                                                  |                       |                                          |               |                |                          |        |               |
| D                  | T | M | ELEMENT      | COPY                                                                                                                                                                                                                                             | COPY (SPANISH)        | ADA                                      | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES         |
|                    |   |   | Table Header | You've Selected a New Offer                                                                                                                                                                                                                      | (Translation needed.) |                                          |               |                |                          |        |               |
|                    |   |   | Subhead      | Please verify the new offer Terms & Conditions below.                                                                                                                                                                                            | (Translation needed.) |                                          |               |                |                          |        |               |
|                    |   |   | Subhead      | INTEREST AND FEE INFORMATION                                                                                                                                                                                                                     |                       |                                          |               |                |                          |        |               |
|                    |   |   | Subhead      | APR for Check Transactions                                                                                                                                                                                                                       | (Translation needed.) |                                          |               |                |                          |        |               |
|                    |   |   | Text         | [X.XX]% (Promotional APR on transferred balances until [MMM, DD YYYY]).<br><br>After [MMM, DD YYYY], you will be charged the standard variable APR for purchases, currently [X.XX]%. This APR will vary with the market based on the Prime rate. | (Translation needed.) |                                          |               |                |                          |        |               |
|                    |   |   | Subhead      | Use by Date                                                                                                                                                                                                                                      | (Translation needed.) |                                          |               |                |                          |        |               |

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                           |                       |  |  |  |  |  |  |
|--|--|--|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--|--|--|--|--|--|
|  |  |  | Text    | The transaction must post to your account by [MMM, DD YYYY] for the promotional APR and fee to apply. After that date, you will not receive the promotional APR. Instead, the standard variable APR for purchases will apply and there will be no fee.                                                                                                                    | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Subhead | Fee                                                                                                                                                                                                                                                                                                                                                                       | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | [\$XX.XX] or [X]% of the amount of each transaction, whichever is greater.                                                                                                                                                                                                                                                                                                | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Subhead | Paying Interest                                                                                                                                                                                                                                                                                                                                                           | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | We will begin charging interest on these checks on the transaction date.                                                                                                                                                                                                                                                                                                  | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Heading | About Your Balance Transfer Offer                                                                                                                                                                                                                                                                                                                                         | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | <ul style="list-style-type: none"><li>We may decline to process your request for this offer:</li><li>If you do not have enough available credit at the time of the transaction, or if your account is closed;</li><li>If your payment is past due, or if you have filed for bankruptcy; or</li><li>To protect your account when we suspect fraudulent activity.</li></ul> | (Translation needed.) |  |  |  |  |  |  |
|  |  |  | Text    | <ul style="list-style-type: none"><li>Your available credit will change based upon your account activity and any changes in your credit limit. We may decrease your credit limit without prior notice. If your credit limit decreases, this will impact your ability to transfer a balance with this offer.</li></ul>                                                     | (Translation needed.) |  |  |  |  |  |  |

|  |  |  |                  |                                                                                                                                                                                                                                                                                                                                                             |                       |                                               |  |  |  |  |               |
|--|--|--|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------------------------------|--|--|--|--|---------------|
|  |  |  | Text             | <ul style="list-style-type: none"><li>You cannot transfer balances from other accounts issued by Citibank, N.A. or its affiliates. Click here for more details: <a href="http://www.citi.com/affiliatesproducts">www.citi.com/affiliatesproducts</a></li></ul>                                                                                              | (Translation needed.) |                                               |  |  |  |  |               |
|  |  |  | Text             | <ul style="list-style-type: none"><li>Be sure you do not transfer any disputed purchase or other charge amount, as you may lose your dispute rights.</li></ul>                                                                                                                                                                                              | (Translation needed.) |                                               |  |  |  |  |               |
|  |  |  | Text             | <ul style="list-style-type: none"><li>If you transfer a balance with this offer you may not be able to avoid interest on purchases, which may reduce your savings with this offer. You can avoid interest on purchases if you pay your account balance, including any balances you transfer with this offer, in full by your due date each month.</li></ul> | (Translation needed.) |                                               |  |  |  |  |               |
|  |  |  | Text             | <ul style="list-style-type: none"><li>We may apply the portion of your payments up to your minimum payment due to lower APR balances first, including your transferred balances. This may reduce your savings with this offer.</li></ul>                                                                                                                    | (Translation needed.) |                                               |  |  |  |  |               |
|  |  |  | Text             | <ul style="list-style-type: none"><li>Transferred balance amounts, do not earn any rebates, points, or reward benefits associated with your card, unless otherwise indicated.</li></ul>                                                                                                                                                                     | (Translation needed.) |                                               |  |  |  |  |               |
|  |  |  | Text             | <ul style="list-style-type: none"><li>Your Card is Issued by Citibank N.A.</li></ul>                                                                                                                                                                                                                                                                        | (Translation needed.) |                                               |  |  |  |  |               |
|  |  |  | Text             | <a href="#">For more information, please see the FAQs.</a>                                                                                                                                                                                                                                                                                                  | (Translation needed.) |                                               |  |  |  |  | Links to FAQs |
|  |  |  | Text             | This transaction will constitute a charge against your credit account.                                                                                                                                                                                                                                                                                      | (Translation needed.) |                                               |  |  |  |  |               |
|  |  |  | Primary Button   | Continue                                                                                                                                                                                                                                                                                                                                                    | (Translation needed.) | Accept new Terms and Conditions and continue. |  |  |  |  |               |
|  |  |  | Secondary Button | Cancel                                                                                                                                                                                                                                                                                                                                                      | (Translation needed.) | Cancel and return to Offers page.             |  |  |  |  |               |

| BALANCE TRANSFER FAQs |   |   |         |                                                                                                                                                                                                                                                                                                                                                               |                |     |               |                |                          |        |                                   |
|-----------------------|---|---|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----|---------------|----------------|--------------------------|--------|-----------------------------------|
| D                     | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                                                                          | COPY (SPANISH) | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                             |
|                       |   |   | Heading | What is a balance transfer?                                                                                                                                                                                                                                                                                                                                   |                |     |               |                |                          |        | FAQ Categories: Balance Transfers |
|                       |   |   | Text    | A balance transfer allows you to transfer outstanding balances from credit cards and specialty store and gas cards, as well as school or auto loans. By consolidating balances you can simplify your finances with one payment per month and if you have a low rate balance transfer, you may save money on interest when you transfer a higher-rate balance. |                |     |               |                |                          |        |                                   |
|                       |   |   | Heading | Can I transfer a balance from other cards issued by Citi?                                                                                                                                                                                                                                                                                                     |                |     |               |                |                          |        | FAQ Categories: Balance Transfers |
|                       |   |   | Text    | You cannot transfer balances from other accounts issued by Citibank, N.A. or its affiliates. Click here for more details: <a href="http://www.citi.com/affiliatesproducts">www.citi.com/affiliatesproducts</a> .                                                                                                                                              |                |     |               |                |                          |        |                                   |
|                       |   |   | Heading | How long will it take to complete my balance transfer request to a creditor?                                                                                                                                                                                                                                                                                  |                |     |               |                |                          |        | FAQ Categories: Balance Transfers |
|                       |   |   | Text    | Most balance transfers are processed within two weeks. You should continue to make any minimum payments due to your creditors until your balance transfer payment is received by them.                                                                                                                                                                        |                |     |               |                |                          |        |                                   |
|                       |   |   | Heading | How much can I transfer?                                                                                                                                                                                                                                                                                                                                      |                |     |               |                |                          |        | FAQ Categories: Balance Transfers |
|                       |   |   | Text    | Most balance transfer offers allow you to transfer up to your available credit limit including balance transfer fees. Please check the terms of your offer. You should not transfer any disputed amount, as you may lose your dispute rights.                                                                                                                 |                |     |               |                |                          |        |                                   |
|                       |   |   | Heading | Do I have to activate my card prior to doing a balance transfer?                                                                                                                                                                                                                                                                                              |                |     |               |                |                          |        | FAQ Categories: Balance Transfers |



|  |  |  |         |                                                                                                                                                                                                                                                           |  |  |  |  |  |  |                                      |
|--|--|--|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--------------------------------------|
|  |  |  | Text    | Yes. Your card must be activated in order to transfer balances. Please call the phone number on the back of your card to activate. You will be able to transfer balances immediately after activation.                                                    |  |  |  |  |  |  |                                      |
|  |  |  | Heading | Can I transfer a balance that is not in my name?                                                                                                                                                                                                          |  |  |  |  |  |  | FAQ Categories:<br>Balance Transfers |
|  |  |  | Text    | Yes. You can transfer a balance that belongs to anyone provided you have the creditor's name, payment address, account number, the amount you want to transfer and that the transfer amount, including fees, does not exceed your available credit limit. |  |  |  |  |  |  |                                      |
|  |  |  | Heading | What information is necessary to process a balance transfer?                                                                                                                                                                                              |  |  |  |  |  |  | FAQ Categories:<br>Balance Transfers |
|  |  |  | Text    | The creditor's name, payment address, account number (if there is one) and the amount you want to transfer (subject to your available credit and any balance transfer fees).                                                                              |  |  |  |  |  |  |                                      |
|  |  |  | Heading | Is there a fee for transferring a balance?                                                                                                                                                                                                                |  |  |  |  |  |  | FAQ Categories:<br>Balance Transfers |
|  |  |  | Text    | Most balance transfer offers have a fee. Please check the terms of your offer.                                                                                                                                                                            |  |  |  |  |  |  |                                      |
|  |  |  | Heading | What if I change my mind once I request a balance transfer?                                                                                                                                                                                               |  |  |  |  |  |  | FAQ Categories:<br>Balance Transfers |
|  |  |  | Text    | Once you have completed the balance transfer request, the balance transfer process will begin and cannot be cancelled. However, you are free to pay for the balance transfer in full at any time.                                                         |  |  |  |  |  |  |                                      |
|  |  |  | Heading | Should I continue to pay my creditor even after I have requested a balance transfer?                                                                                                                                                                      |  |  |  |  |  |  | FAQ Categories:<br>Balance Transfers |

|                                                                                                       |   |   |         |                                                                                                                                                                                                                                                                                                                |                                                                                  |     |               |                |                           |        |                                                                                                       |
|-------------------------------------------------------------------------------------------------------|---|---|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----|---------------|----------------|---------------------------|--------|-------------------------------------------------------------------------------------------------------|
|                                                                                                       |   |   | Text    | Yes. Your balance transfer may not reach your creditor(s) before your payment due date with them. You should continue to make any re-quired minimum payments to your creditor(s) until you have confirmed that your balance transfer has been received by them.                                                |                                                                                  |     |               |                |                           |        |                                                                                                       |
| FUSION: PROMOTIONAL BALANCES DETAILS FAQ FOR PARTNERS OFFERING BALANCE TRANSFERS, INCLUDING BBY/SEARS |   |   |         |                                                                                                                                                                                                                                                                                                                |                                                                                  |     |               |                |                           |        |                                                                                                       |
| D                                                                                                     | T | M | ELEMENT | COPY                                                                                                                                                                                                                                                                                                           | COPY (SPANISH)                                                                   | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPAN-ISH) | CMS ID | NOTES                                                                                                 |
|                                                                                                       |   |   | Heading | When will payments and credits related to my promotional balance display?                                                                                                                                                                                                                                      | ¿Cuándo se mostrarán los pagos y créditos relacionados con mi saldo promocional? |     |               |                |                           |        | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Col-lections, Balance Transfers |
|                                                                                                       |   |   | Text    | Payments and credits to your ac-count may take 24 to 48 hours to display.                                                                                                                                                                                                                                      | Los pagos y créditos en tu cuenta pueden demorar de 24 a 48 horas en mostrarse.  |     |               |                |                           |        |                                                                                                       |
|                                                                                                       |   |   | Heading | What promotional purchase details can I view?                                                                                                                                                                                                                                                                  | (Translation needed.)                                                            |     |               |                |                           |        | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Col-lections, Balance Transfers |
|                                                                                                       |   |   | Text    | You can view up to 20 active and expired promotional purchase de-tails in order of promotions expiring first. Expired Promotions appear after Active Promotions and will not display after the statement cycle they expire in.<br><br>Your monthly statement also in-cludes your promotional purchase details. | (Translation needed.)                                                            |     |               |                |                           |        |                                                                                                       |
|                                                                                                       |   |   | Heading | What is a promotional rate?                                                                                                                                                                                                                                                                                    | ¿Qué es una tasa promocio-nal?                                                   |     |               |                |                           |        | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Col-lections, Balance Transfers |



Copy: Balance Transfer Module - FAQs

|  |  |  |         |                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                |  |  |  |  |  |                                                                                                      |
|--|--|--|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|------------------------------------------------------------------------------------------------------|
|  |  |  | Text    | <p>Your card’s promotional rate is an introductory APR that is applied to your balance for a limited period of time. When you signed up for your card, your agreement included a post-promotional APR that will become active when the promotional period ends.</p> <p>You can also receive a promotional APR on transferred balances for a limited period of time, after which your regular purchase APR applies.</p> | <p>La tasa promocional de tu tarjeta es una tasa APR introductoria que se aplica a tu saldo durante un período de tiempo limitado. Cuando te inscribiste para solicitar tu tarjeta, tu contrato incluía una tasa APR post-promocional que se activará cuando finalice el período promocional.</p> <p>(Translation needed.)</p> |  |  |  |  |  |                                                                                                      |
|  |  |  | Heading | <p>What is a promotional balance?</p>                                                                                                                                                                                                                                                                                                                                                                                  | <p>¿Qué es un saldo promocional?</p>                                                                                                                                                                                                                                                                                           |  |  |  |  |  | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Collections, Balance Transfers |
|  |  |  | Text    | <p>A promotional balance is a designated portion of your available credit that has a reduced introductory interest rate. Any balance you accrue up to the amount of the promotional balance is subject to the reduced interest rate. Any portion of your balance in excess of the promotional balance will be subject to your card's standard APR.</p>                                                                 | <p>(Translation needed.)</p>                                                                                                                                                                                                                                                                                                   |  |  |  |  |  |                                                                                                      |
|  |  |  | Heading | <p>What is a deferred interest promotion?</p>                                                                                                                                                                                                                                                                                                                                                                          | <p>¿Qué es una promoción de intereses diferidos?</p>                                                                                                                                                                                                                                                                           |  |  |  |  |  | FAQ Categories: Payments, Promotional Payments, Promotional Balances, Collections                    |

|  |  |  |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                      |  |  |  |  |  |  |
|--|--|--|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--|--|--|--|--|--|
|  |  |  | Text | A deferred interest promotion allows you to make a purchase without paying interest on the transaction as long as you pay the purchase amount in full before the promotional period expires. However, if you do not pay the purchase amount in full by the expiration date of the promotion, you will be charged interest on the promotional balance at the regular purchase rate from the date the purchase was made until the promotional balance is paid in full. | (Translation needed) |  |  |  |  |  |  |
|--|--|--|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--|--|--|--|--|--|

Fusion 7 White Label Standard

# Balance Transfer Status Module

Representative Comp: Balance Transfer Status Module, Large View

Statements

Partner Credit Card  
Ending in 1234

BALANCE TRANSFER STATUS ⓘ

Balance Transfer requests submitted within the last 60 days are displayed below. The status will change when your request is processed. Approved Balance Transfers with promotional rates will display as Promotional Balances.

You have a Pending balance transfer of \$272.05 to Joe Byelicks Bank

You have a Pending balance transfer of \$100.00 to Gap

PROMOTIONAL BALANCES ⓘ

Promotional Balance Details >

| EXPIRATION   | DESCRIPTION                                                             | BALANCE    |
|--------------|-------------------------------------------------------------------------|------------|
| JAN 24, 2015 | No Interest for 12 Months – Minimum Payments Required<br>ⓘ Expires Soon | \$125.00 > |
| APR 15, 2015 | No Interest for 12 Months – Minimum Payments Required                   | \$375.00 > |
| AUG 20, 2015 | No Interest for 12 Months – Minimum Payments Required                   | \$300.00 > |

Help

More Help & Contact >

?

Frequently Asked Questions

...

Chat with an Associate

✉

Send Secure Message

FOOTER

Statements

Partner Credit Card  
Ending in 1234

BALANCE TRANSFER STATUS ⓘ

Balance Transfer requests submitted within the last 60 days are displayed below. The status will change when your request is processed. Approved Balance Transfers with promotional rates will display as Promotional Balances.

You have a Pending balance transfer of \$272.05 to Joe Byelicks Bank

You have a Pending balance transfer of \$100.00 to Gap

| DATE REQUESTED | ACCOUNT        |
|----------------|----------------|
| AUG 20, 2015   | Ending in 9073 |

PROMOTIONAL BALANCES ⓘ

Promotional Balance Details >

| EXPIRATION   | DESCRIPTION                                                             | BALANCE    |
|--------------|-------------------------------------------------------------------------|------------|
| JAN 24, 2015 | No Interest for 12 Months – Minimum Payments Required<br>ⓘ Expires Soon | \$125.00 > |
| APR 15, 2015 | No Interest for 12 Months – Minimum Payments Required                   | \$375.00 > |
| AUG 20, 2015 | No Interest for 12 Months – Minimum Payments Required                   | \$300.00 > |

Help

More Help & Contact >

?

Frequently Asked Questions

...

Chat with an Associate

✉

Send Secure Message

FOOTER

Representative Comp: Balance Transfer Status Module, Extra Small View

BALANCE TRANSFER STATUS ⓘ

Balance Transfer requests submitted within the last 60 days are displayed below. The status will change when your request is processed. Approved Balance Transfers with promotional rates will display as Promotional Balances.

You have a Pending balance transfer of \$272.05 to Joe Byelicks Bank +

You have a Pending balance transfer of \$100.00 to Gap +

PROMOTIONAL BALANCES ⓘ

| EXPIRATION                     | BALANCE    |
|--------------------------------|------------|
| NOV 14, 2014<br>ⓘ Expires Soon | \$125.00 > |
| APR 15, 2015                   | \$375.00 > |
| AUG 20, 2015                   | \$300.00 > |

Promotional Balance Details >

FOOTER

BALANCE TRANSFER STATUS ⓘ

Balance Transfer requests submitted within the last 60 days are displayed below. The status will change when your request is processed. Approved Balance Transfers with promotional rates will display as Promotional Balances.

You have a Pending balance transfer of \$272.05 to Joe Byelicks Bank +

You have a Pending balance transfer of \$100.00 to Gap -

DATE REQUESTED  
08/20/2015

AMOUNT  
\$100.00

PROMOTIONAL BALANCES ⓘ

| EXPIRATION                     | BALANCE    |
|--------------------------------|------------|
| NOV 14, 2014<br>ⓘ Expires Soon | \$125.00 > |
| APR 15, 2015                   | \$375.00 > |
| AUG 20, 2015                   | \$300.00 > |

Promotional Balance Details >

FOOTER

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## Statements

1 Itn tendae porecto bea porit omnis experem que nus aut omnim nimagn. Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium. The status will be updated when you request is updated.

+

---

**ACCOUNT**  
Ending in 9073

## 4

| EXPIRATION   | DESCRIPTION                                            | BALANCE    |
|--------------|--------------------------------------------------------|------------|
| Mar 14, 2015 | No Interest for 12 Months - Minimum Payments Required  | \$125.00 > |
| Apr 15, 2015 | No Interest for 18Months - No Minimum Payment Required | \$375.00 > |
| Aug 20, 2015 | No Interest for 18 Months - Minimum Payments Required  | \$300.00 > |

| Key | Element                            | Action                                                | Notes                                                                                                                                                                                                                                                                                                                     |
|-----|------------------------------------|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Instructional Text                 | None                                                  | Text will specify that approved Standard APR transfers will be located in the Account Activity Module. Processed Promotional APR transfers will be located in the Promotional Balance Summary and Promotional Balance Detail Modules.                                                                                     |
| 2   | Balance Transfer Status Text       | None                                                  | If a Balance Transfer Status is Processed the view of that data will be suppressed since it is shown in the Promotional Balance Summary below the module. The statuses are as follows: Pending, Rejected, Declined.                                                                                                       |
| 3   | Promotional Rate Balance Transfers | None                                                  | <p>Only balance transfer requests with a promotional rate will appear within the status module.</p> <p>All standard rate transfers that have been processed will appear within the account summary.</p>                                                                                                                   |
| 4   | Promotional Balance Details Link   | onClick displays the Promotional Balance Details Page | The Promotional Balance Details link should only be available for accounts that have promotions. If an account has only expired promotions then the Promotional Balance Details link should be available until the expired promotions have been displayed for the remainder of the statement cycle in which they expired. |



Wireframe: Balance Transfer Status Module (Expanded), Extra Small View

BALANCE TRANSFER STATUS ⓘ

ltn tendae porecto bea porit omnis  
experem que nus aut omnim nimagn. Sed  
ut perspiciatis unde omnis iste natus error  
sit voluptatem accusantium doloremque  
laudantium.

You have a [STATUS] balance  
transfer of [\$XXX.XX] to [PAYEE]. +

You have a [STATUS] balance  
transfer of [\$XXX.XX] to [PAYEE]. —

DATE REQUESTED  
AUG 20, 2015

ACCOUNT  
Ending in 9073

PROMOTIONAL BALANCES ⓘ

EXPIRATIONBALANCE

NOV 14, 2014\$125.00 >

APR 15, 2014\$375.00 >

AUG 20, 2015\$300.00 >

Promotional Balance Details >

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Page Notes

Module Type: Informational Module

This is the expanded state of the Balance Transfer Status Module. This module appears in both the Statements Landing Page and the Credit Home Landing Page if there are Promotional Rate Balance Transfers associated with the account. All drawers are collapsed on load. Displays up to the maximum number of balance transfer allowed per requirements. onLoad the module only displays 5 balance transfers.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure. Module does not display for legal, bankrupt, closed, revoked, frozen, interest prohibited, lost/stolen, fraud, charge off, delinquent, overlimit, delinquent and overlimit, or NRI Block statuses.

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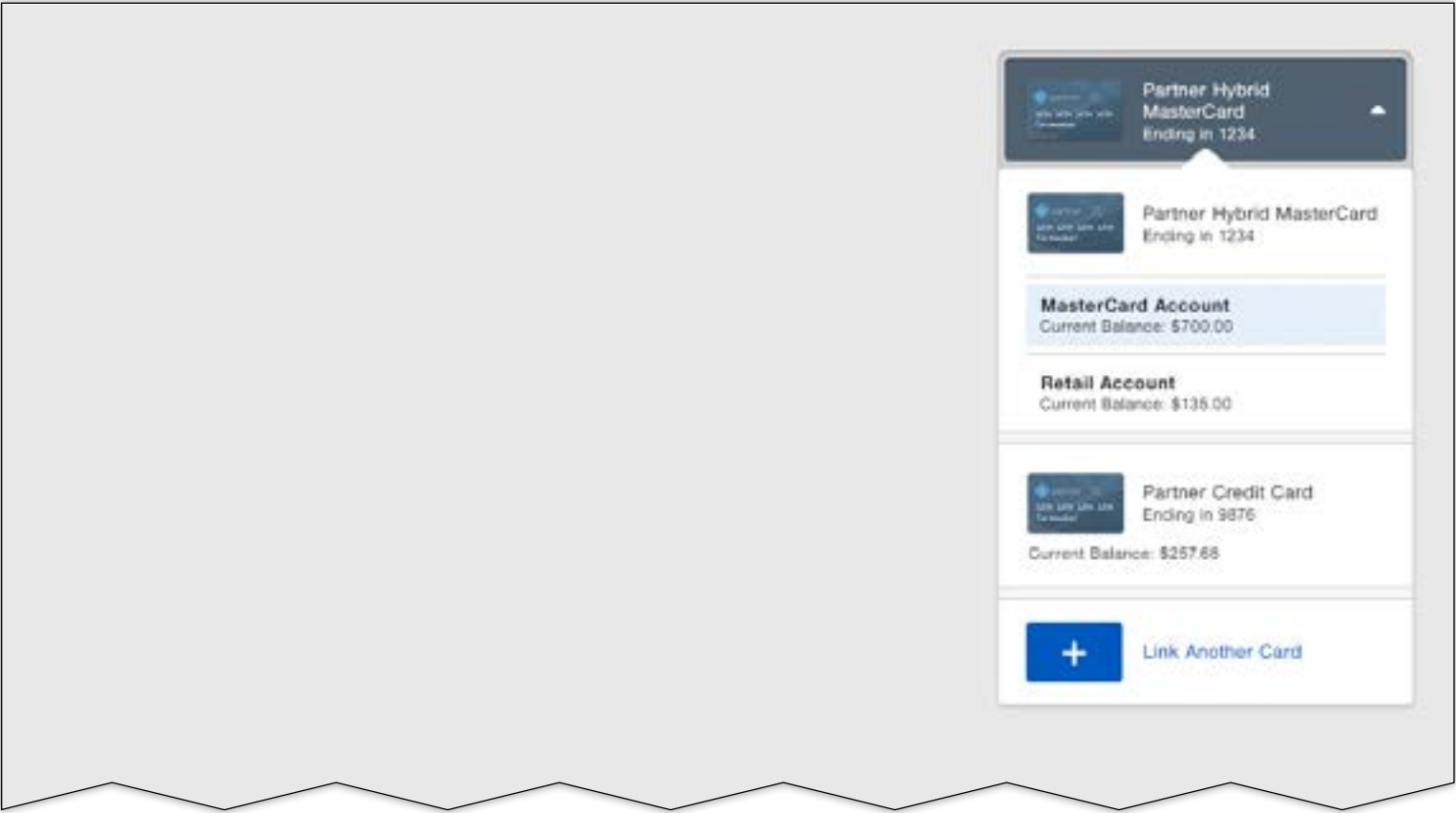
| BALANCE TRANSFER STATUS MODULE  |   |   |         |                                                                                                                                                                                                                                            |                       |                                        |                       |                |                          |        |                                                                                                                                   |
|---------------------------------|---|---|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------------------------|-----------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------|
| D                               | T | M | ELEMENT | COPY                                                                                                                                                                                                                                       | COPY (SPANISH)        | ADA                                    | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                             |
|                                 |   |   | Header  | BALANCE TRANSFER STATUS                                                                                                                                                                                                                    |                       |                                        |                       |                |                          |        |                                                                                                                                   |
|                                 |   |   | Image   | <a href="#">[Tooltip Icon]</a>                                                                                                                                                                                                             |                       | Open Balance Transfer Status tooltip.  | (Translation needed.) |                |                          |        |                                                                                                                                   |
|                                 |   |   | Text    | Balance Transfer requests submitted within the last 60 days are displayed below. The status will change when your request is processed. Approved Balance Transfers with promotional rates will display as Promotional Balances.            | (Translation needed.) |                                        |                       |                |                          |        |                                                                                                                                   |
|                                 |   |   | Text    | You have a [PENDING/REJECTED/DECLINED STATUS] balance transfer of [\$XXX.XX] to [PAYEE].                                                                                                                                                   | (Translation needed.) |                                        |                       |                |                          |        | Appears once for each transfer request. Content is dynamic and changes depending on status type (pending, rejected, or declined). |
|                                 |   |   | Link    | <a href="#">[Open]</a>                                                                                                                                                                                                                     |                       |                                        |                       |                |                          |        | Displays additional transfer details.                                                                                             |
|                                 |   |   | Link    | <a href="#">[Close]</a>                                                                                                                                                                                                                    |                       |                                        |                       |                |                          |        | Conditional: When drawer is open.<br><br>Hides additional transfer details.                                                       |
| BALANCE TRANSFER STATUS TOOLTIP |   |   |         |                                                                                                                                                                                                                                            |                       |                                        |                       |                |                          |        |                                                                                                                                   |
| D                               | T | M | ELEMENT | COPY                                                                                                                                                                                                                                       | COPY (SPANISH)        | ADA                                    | ADA (SPANISH)         | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                                                             |
|                                 |   |   | Heading | Balance Transfer Status                                                                                                                                                                                                                    |                       |                                        |                       |                |                          |        |                                                                                                                                   |
|                                 |   |   | Copy    | Requests are displayed within 1 business day after submission. If your request does not appear within that time, contact a Customer Service representative at [XXX-XXX-XXXX]. You can also consult <a href="#">Balance Transfer FAQs</a> . | (Translation needed.) |                                        |                       |                |                          |        |                                                                                                                                   |
|                                 |   |   | Link    | <a href="#">[Close Icon]</a>                                                                                                                                                                                                               | (Translation needed.) | Close Balance Transfer Status Tooltip. | (Translation needed.) |                |                          |        |                                                                                                                                   |



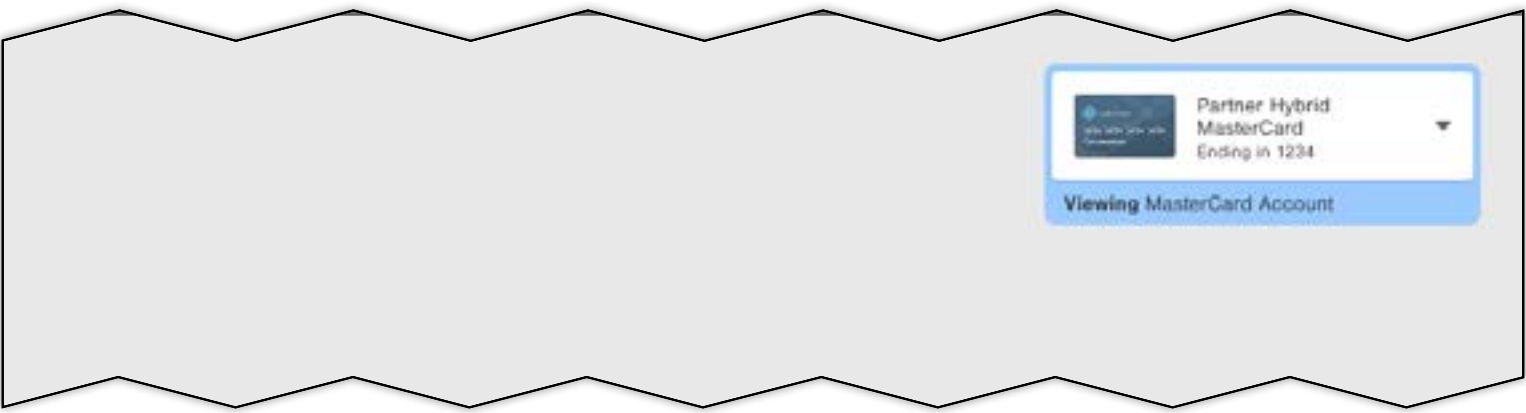
Fusion 7 White Label Standard

# Hybrid Account Deltas

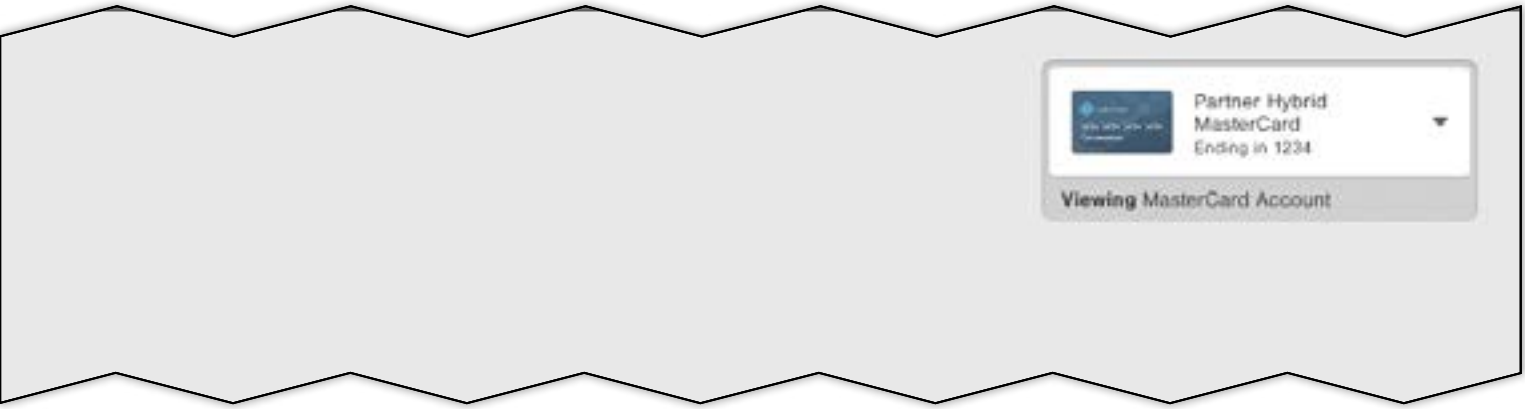
Representative Comps: Hybrid Account Deltas - Card Selector Module, Large View



Hybrid Card Selector Expanded

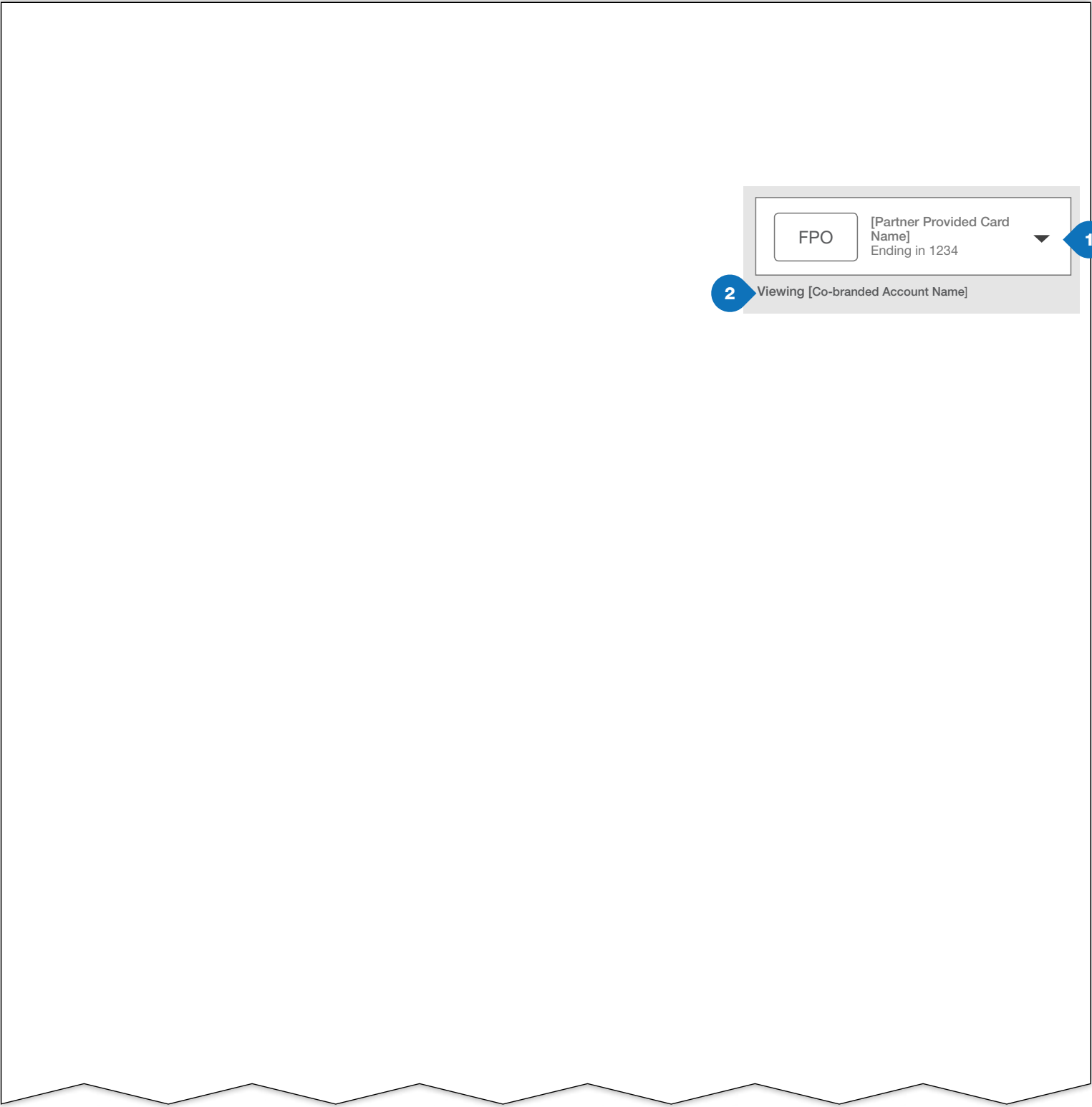


Hybrid Account Indicator



Hybrid Card Selector Collapsed

# Wireframe: Hybrid Account Deltas - Card Selector Module, Large View



## Page Notes

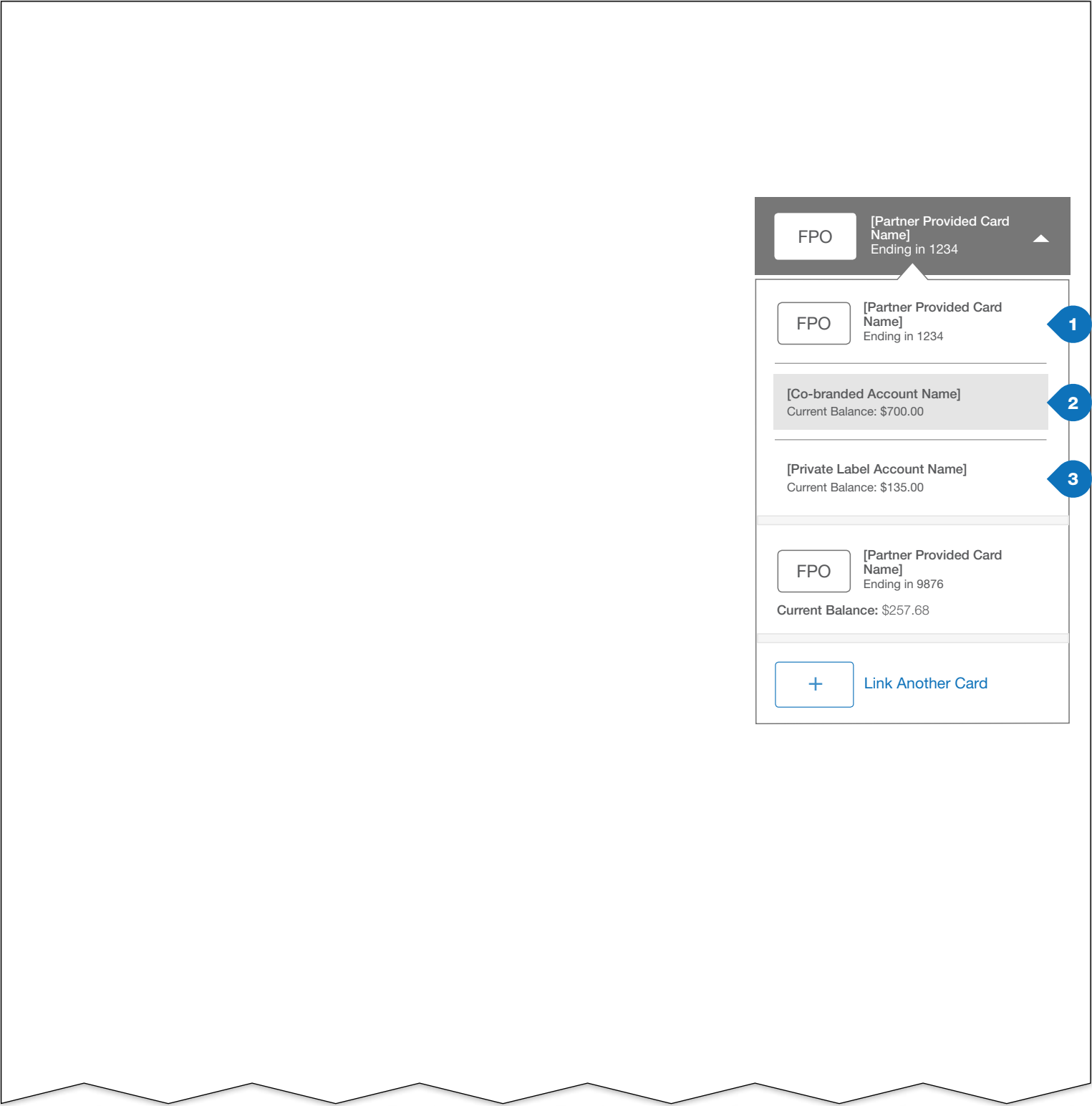
Module Type: Static Module

This is the Card Selector Module for Hybrid accounts. The collapsed state displays the selected account. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element             | Action                                     | Notes                                                                                                                                                                                                                                             |
|-----|---------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Selector       | onClick expands or collapses card selector | After user sign-on, the card selector will have a glow animation for hybrid accounts only.                                                                                                                                                        |
| 2   | Hybrid Account Name | None                                       | Registration of a Hybrid account will result in either the Co-branded Account Name or Private Label Account Name displaying underneath the Card Selector. It displays the name of the currently selected Private Label or Co-branded Account Name |

Wireframe: Hybrid Account Deltas - Card Selector Module, Large View



Page Notes

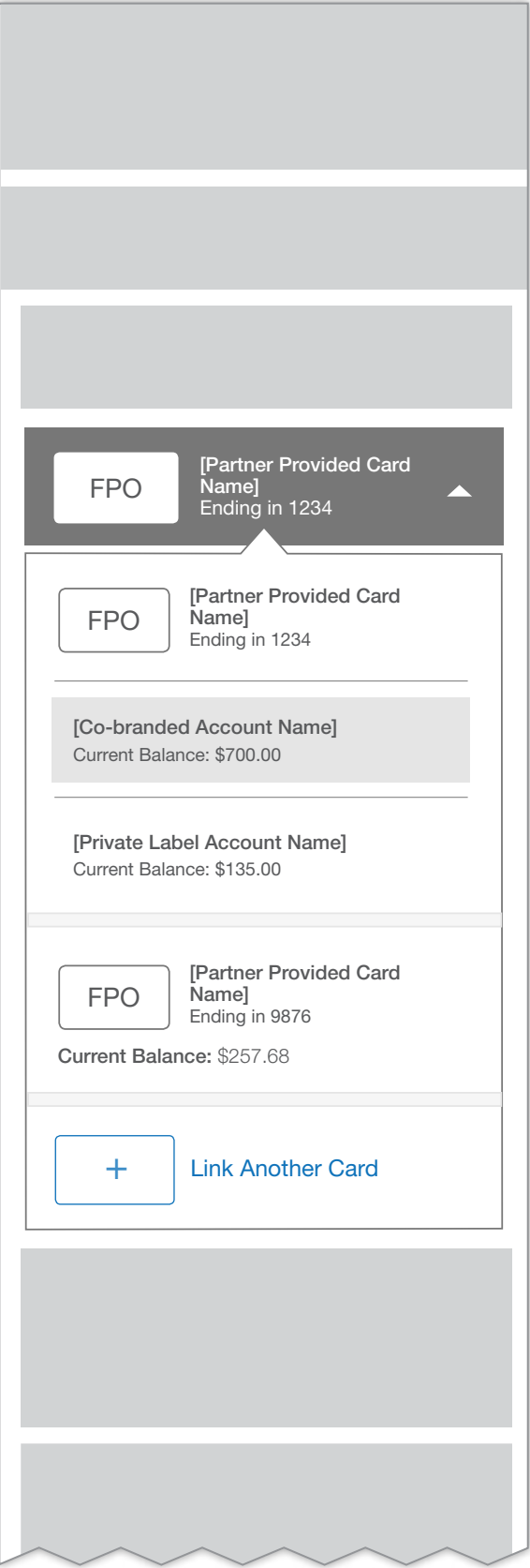
Module Type: Static Module

This is the Card Selector Module for Hybrid accounts. The expanded state displays all accounts. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element                     | Action                                    | Notes                                                                                                                                                                                                                                                                                                                                                                  |
|-----|-----------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Selector-Hybrid Card   |                                           | Registration of a Hybrid account will result in both the Co-branded Account Name and Private Label Account Name displaying underneath the Hybrid card within the card selector module. After registration, the Co-Branded Account Name shall display as selected by default. Upon sign on, the user can change the default account name with the Manage Cards modules. |
| 2   | Co-Branded Account Selected | onClick Co-Branded account is selected    | Hybrid accounts share the same card number for both account names but have unique account numbers, expirations dates and CVV numbers.                                                                                                                                                                                                                                  |
| 3   | Private Label Account       | onClick Private Label account is selected |                                                                                                                                                                                                                                                                                                                                                                        |

# Wireframe: Hybrid Account Deltas - Card Selector Module, Extra Small View



## Page Notes

Module Type: Static Module

This is the Card Selector Module for Hybrid accounts. The expanded state displays all accounts. Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Hybrid Account Deltas - Linked Cards Summary Module, Large View

Manage Account

MANAGE CARDS

FPO

[Card Name]  
[Ending in 1234]

2

Remove

Edit

1

[Co-branded Account Name] Default ★

[Private Label Account Name]

FPO

Steve's Card  
[Ending in 5678]

Remove

Edit

+

Link Another Card

Page Notes

Module Type: Transactional Module

This is the Linked Cards Summary Module.

Content and interactions are consistent across all breakpoints. Module does not appear for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

Interaction Notes

| Key | Element                                                  | Action                             | Notes                                                                                                                                                                                                                                                                                                                                                               |
|-----|----------------------------------------------------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Hybrid Private Label Account and Co-branded Account Name | None                               |                                                                                                                                                                                                                                                                                                                                                                     |
| 2   | Remove Button                                            | onClick displays Remove Card Modal | See Wireframe: <i>User Profile Module - Remove Card Modal, Large View</i><br><br>Hybrid accounts have a Private Label Account and a Co-branded Account and both shall display default within the Linked Cards Summary Module.<br><br>If there is a third, linked account, available the user has the ability to remove the Hybrid account, including both accounts. |



Wireframe: Hybrid Account Deltas - Linked Cards Summary Module (Edit), Large View

Manage Account

MANAGE CARDS

FPO

Card Nickname

1

[Partner Provided Card Name]

Ending in 4321

[Co-branded Account Name]

[Private Label Account Name]

2

☐ Set as Default

3

Cancel

Save

4

Page Notes

Module Type: Transactional Module

This is the Linked Cards Summary Module.

Content and interactions are consistent across all breakpoints. Module does not appear for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

Interaction Notes

| Key | Element                  | Action                                                                                                                                                  | Notes                                                                                                                                                                                                         |
|-----|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Nickname Text Field | onFocus activates the field; when the user exits the field, the data is validated for formatting. If an error is found then displays a form field error | Nickname is always an optional field. If the user has assigned a nickname, removes it and saves the form, the nickname is then populated with the default name.                                               |
| 2   | Set as Default Checkbox  | onClick displays checkmark in the checkbox                                                                                                              | If the box is checked and user clicks Save, assign this Account Name as the default for the account. The “Set as Default” language is specific to Hybrid account names (as opposed to “Set as Default Card”). |
| 3   | Cancel Button            | onClick cancels changes and displays the default state of the Linked Cards Summary Module                                                               | See Wireframe: User Profile Module - Expanded Manage Cards, Large View                                                                                                                                        |
| 4   | Save Button              | onClick validates the data and saves user edits. Then displays the default state with a confirmation notification                                       |                                                                                                                                                                                                               |

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Wireframe: Hybrid Account Deltas - Linked Cards Summary Module, Extra Small View

Manage Account

MANAGE CARDS

FPO

Steve’s Card

Ending in 1234

Edit

Remove

[Co-branded Account Name]

Default ★

[Private Label Account Name]

FPO

Mary’s Card

Ending in 4567

Edit

Remove

+

Link Another Card

Page Notes

Module Type: Transactional Module

This is the Linked Cards Summary Module.

Content and interactions are consistent across all breakpoints. Module does not appear for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.



Wireframe: Hybrid Account Deltas - Linked Cards Summary Module (Edit), Extra Small View

Manage Account

MANAGE CARDS

FPO

Card Nickname

Steve's Card

Ending in 4321

[Co-branded Account Name]

[Private Label Account Name]

☐ Set as Default

Save

Cancel

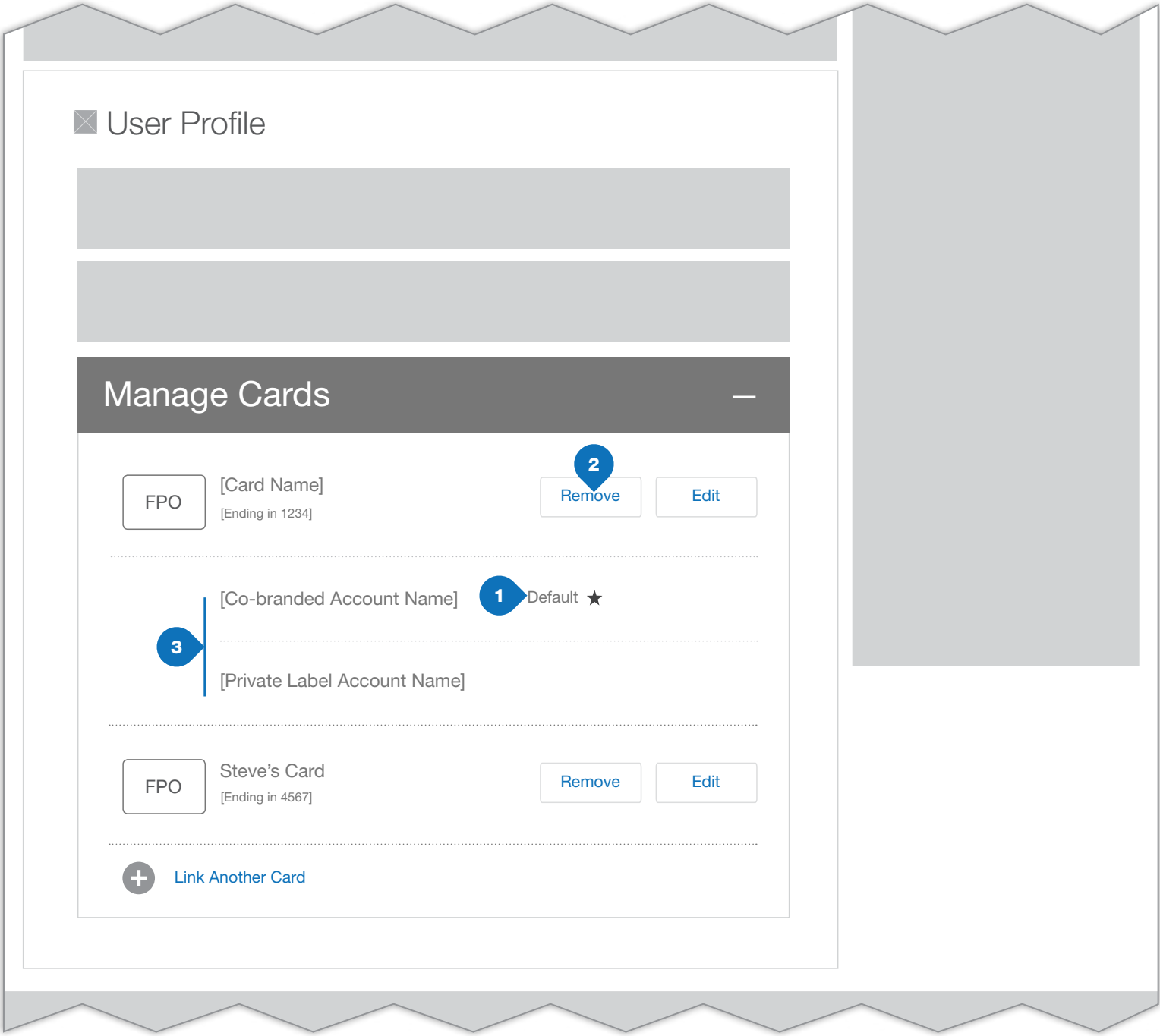
Page Notes

Module Type: Transactional Module

This is the Linked Cards Summary Module.

Content and interactions are consistent across all breakpoints. Module does not appear for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

# Wireframe: Hybrid Account Deltas - User Profile Module, Manage Cards, Large View



## Page Notes

Module Type: Transactional Module

This is the expanded view of the Manage Cards Drawer of the User Profile Module.

Content and interactions are consistent across all breakpoints. Module does not appear for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

## Interaction Notes

| Key | Element              | Action                             | Notes                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|----------------------|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Default Indicator    | None                               | Indicates the user's default card or account.                                                                                                                                                                                                                                                                                                                                                                                      |
| 2   | Remove Button        | onClick displays Remove Card Modal | See Wireframe: <i>User Profile Module - Remove Card Modal, Large View</i><br><br>Hybrid accounts have two accounts (Private Label Account and Co-branded Account) and both shall display within the Manage Cards Drawer of the User Profile Module.<br><br>User can only remove the entire hybrid account, not individual accounts (Private Label Account or Co-branded Account), but only if the user has another linked account. |
| 3   | Hybrid Account Names | None                               |                                                                                                                                                                                                                                                                                                                                                                                                                                    |

Wireframe: Hybrid Account Deltas - User Profile Module, Manage Cards (Edit), Large View

✕ User Profile

Manage Cards

FPO

Card Nickname

1

[Partner Provided Card Name]

Ending in 4321

[Co-branded Account Name]

[Private Label Account Name]

2

☐ Set as Default

3

Cancel

Save

4

Page Notes

Module Type: Transactional Module

This is Edit Card Info view of the Manage Cards drawer within the User Profile Module. Content and interactions are consistent across all breakpoints. If access to the information in this drawer is restricted, displays page level notification.

Interaction Notes

| Key | Element                  | Action                                                                                                                                                  | Notes                                                                                                                                                           |
|-----|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Card Nickname Text Field | onFocus activates the field; when the user exits the field, the data is validated for formatting. If an error is found then displays a form field error | Nickname is always an optional field. If the user has assigned a nickname, removes it and saves the form, the nickname is then populated with the default name. |
| 2   | Set as Default Checkbox  | onClick displays checkmark in the checkbox                                                                                                              | If the box is checked and user clicks Save, assign this account as the default credit account                                                                   |
| 3   | Cancel Button            | onClick cancels changes and displays the default state of the Manage Cards drawer                                                                       | See Wireframe: User Profile Module - Expanded Manage Cards, Large View                                                                                          |
| 4   | Save Button              | onClick validates the data and saves user edits. Then displays the default state with a confirmation notification                                       |                                                                                                                                                                 |

Wireframe: Hybrid Account Deltas - User Profile Module, Manage Cards, Extra Small View

✕

User Profile

Manage Cards

FPO

Steve's Card

Ending in 1234

Edit

Remove

[Co-branded] Credit Line

Default ★

[Private Label] Credit Line

FPO

Mary's Card

Ending in 4567

Edit

Remove

+

Link Another Card

Page Notes

Module Type: Transactional Module

This is the Manage Cards Drawer of the User Profile Module.

Content and interactions are consistent across all breakpoints. Module does not appear for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

Wireframe: Hybrid Account Deltas - User Profile Module, Manage Cards (Edit), Large View

✕

User Profile

Manage Cards

FPO

Card Nickname

Steve's Card

Ending in 4321

[Co-branded] Credit Line

[Private Label] Credit Line

Set as Default

Save

Cancel

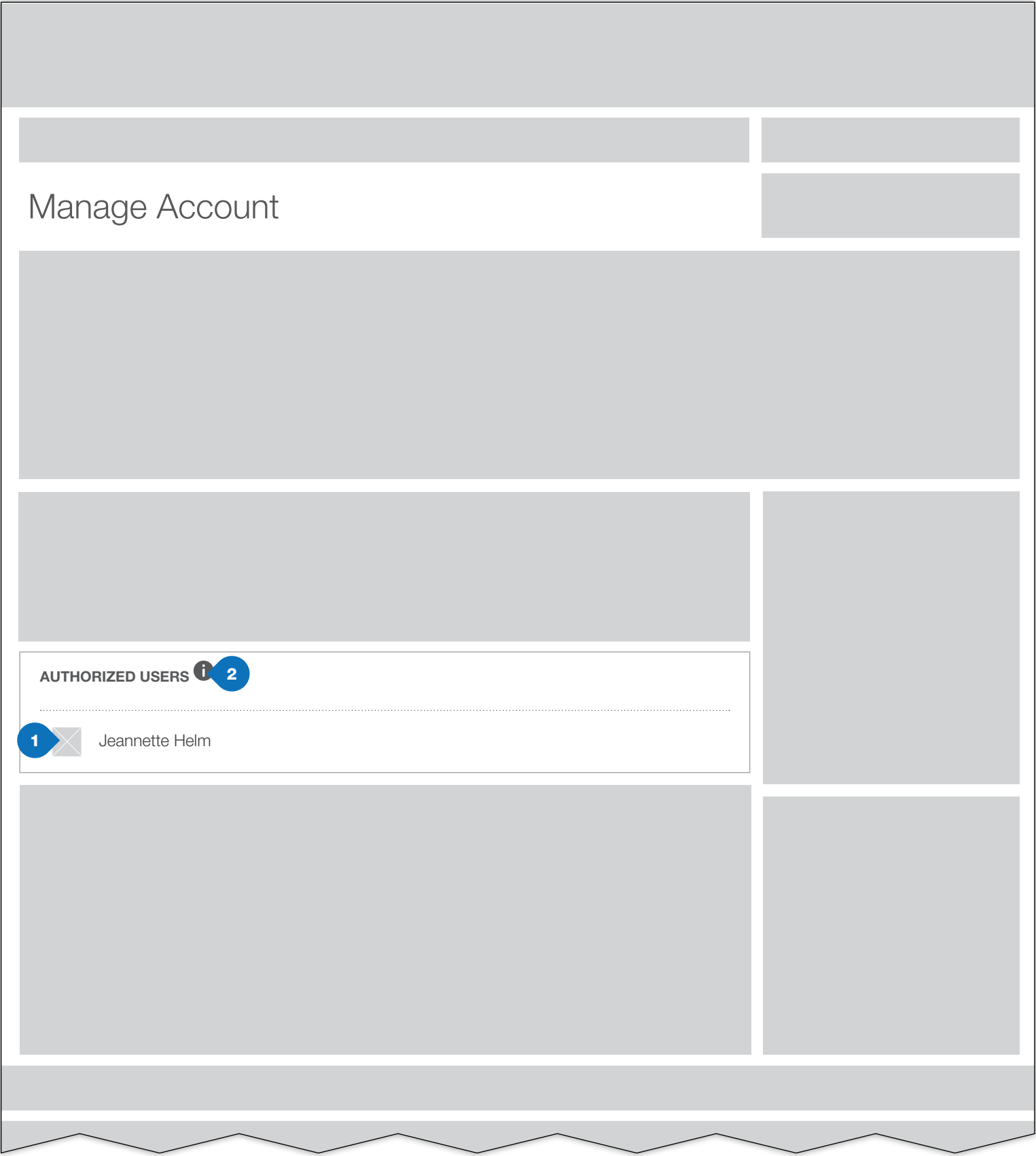
Page Notes

Module Type: Transactional Module

This is the Manage Cards Drawer of the User Profile Module.

Content and interactions are consistent across all breakpoints. Module does not appear for legal, bankrupt, lost, stolen, fraud, charge-off, delinquent or over limit status. If access to the information in this module is restricted, display takeover message and refer to copy for messaging.

# Wireframe: Hybrid Account Deltas - Manage Authorized Users Module, Large View



## Page Notes

Module Type: Informational Module

This is the Manage Authorized Users Module. Module can be accessed only by primary user and does not appear for authorized users. Users viewing the Private Label Account shall have the ability to view Manage Authorized Users module; meaning they will see the name of any auth users on the hybrid account. Private Label users will not have the ability to manage (add/edit/delete) auth users.

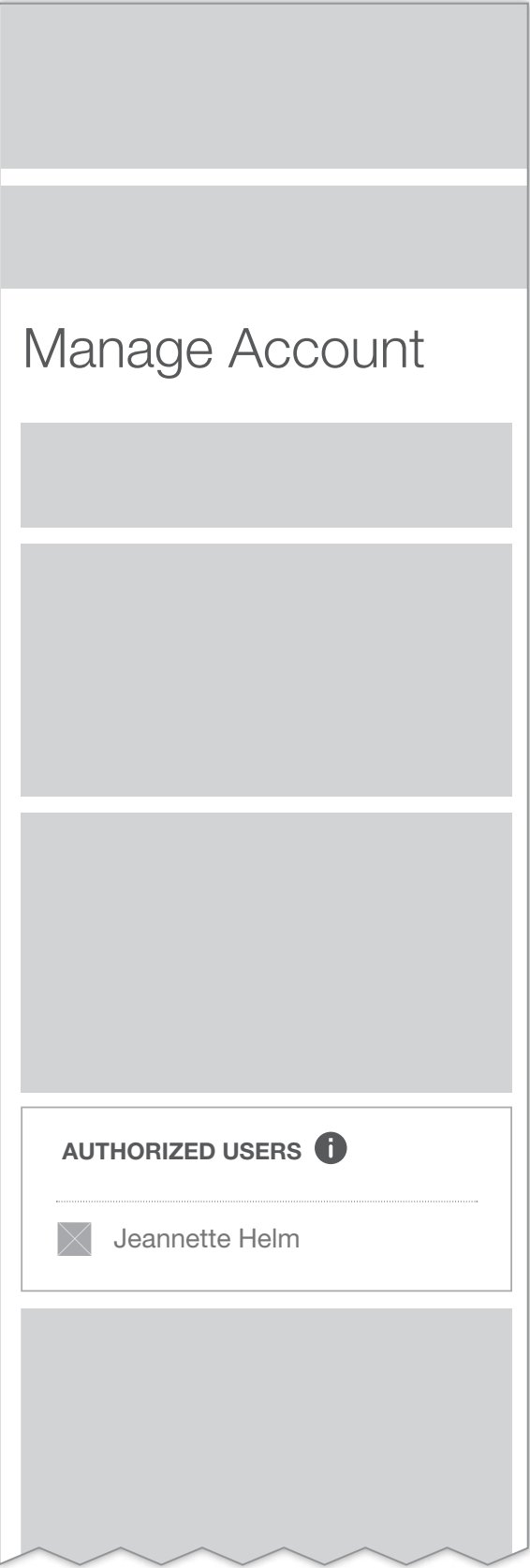
Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element         | Action                       | Notes                                                                                                                                     |
|-----|-----------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Authorized User | None                         | Add/Edit and Remove links will be suppressed for the Private Label Account within the Manage Authorized Users Module for Hybrid accounts. |
| 2   | Tool Tip        | onClick displays the tooltip | Tooltip explains that Private Label Account card users must call to add or remove an Authorized User.                                     |



Wireframe: Hybrid Account Deltas - Manage Authorized Users Module, Extra Small View



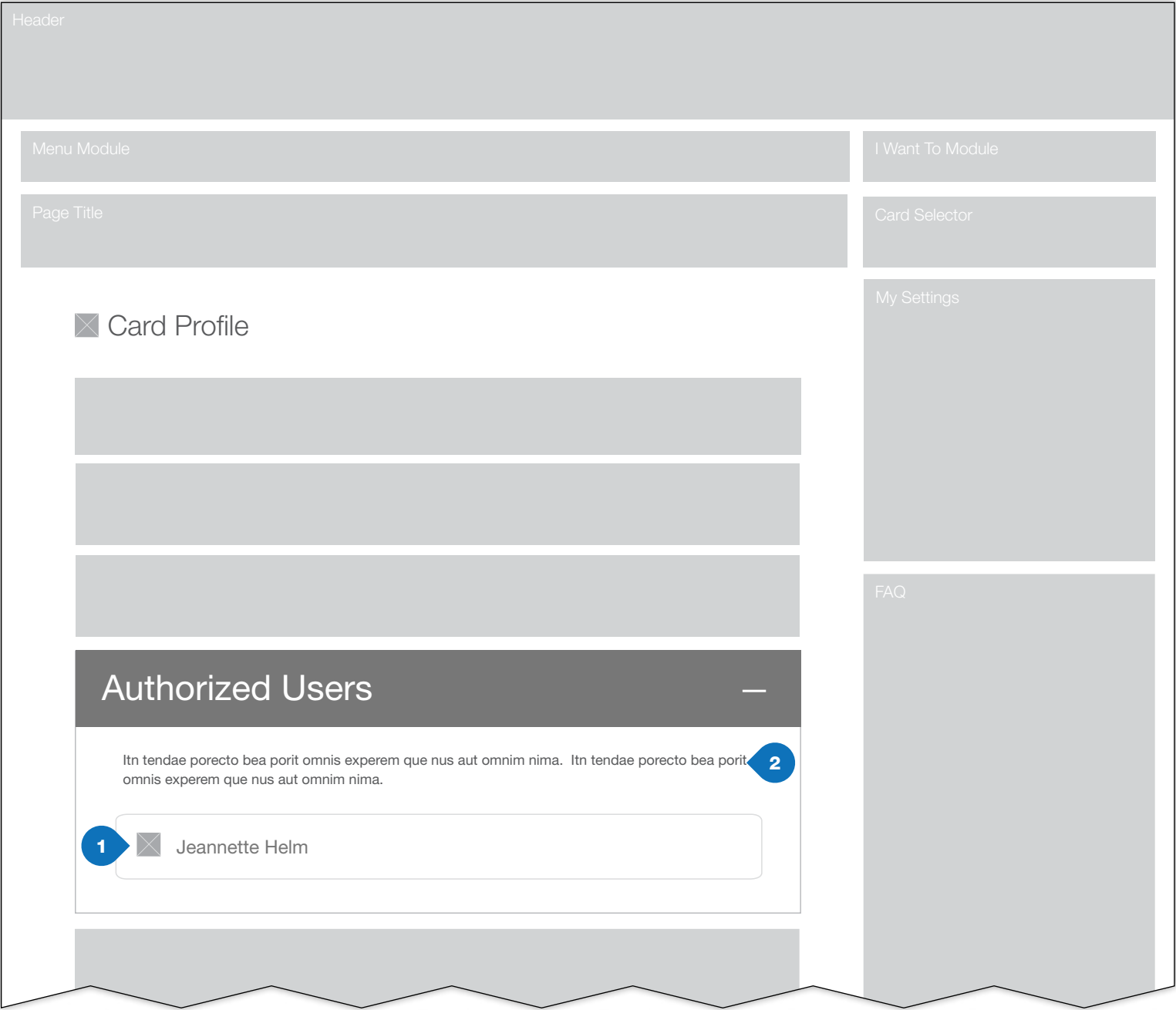
Page Notes

Module Type: Informational Module

This is the Manage Authorized Users Module. Module can be accessed only by primary user and does not appear for authorized users. Users viewing the Private Label Account shall have the ability to view Manage Authorized Users module; meaning they will see the name of any auth users on the hybrid account. Private Label users will not have the ability to manage (add/edit/delete) auth users.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

# Wireframe: Hybrid Account Deltas - Card Profile Module, Authorized Users, Large View



## Page Notes

Module Type: Informational Module

This is the expanded view of the Authorized Users drawer within the Card Profile Module and can be accessed only by primary user and does not appear for authorized users. Users viewing the Private Label Account shall have the ability to view Manage Authorized Users module; meaning they will see the name of any auth users on the hybrid account. Private Label users will not have the ability to manage (add/edit/delete) auth users.

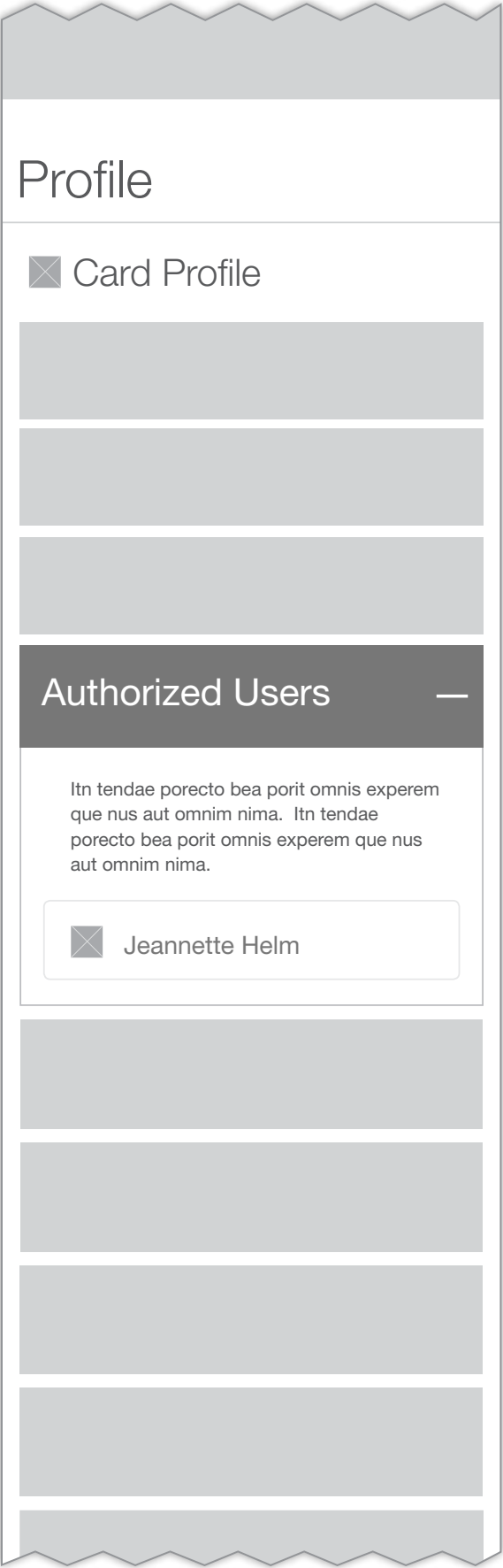
Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element         | Action | Notes                                                                                                                   |
|-----|-----------------|--------|-------------------------------------------------------------------------------------------------------------------------|
| 1   | Authorized User | None   | Add/Edit and Remove links will be suppressed for the Private Label Account within the Manage Authorized Users Module.   |
| 2   | Copy            | None   | Copy will instruct the user to call Customer Service to add or remove an Authorized User for the Private Label Account. |



# Wireframe: Hybrid Account Deltas - Card Profile Module, Authorized Users, Extra Small View



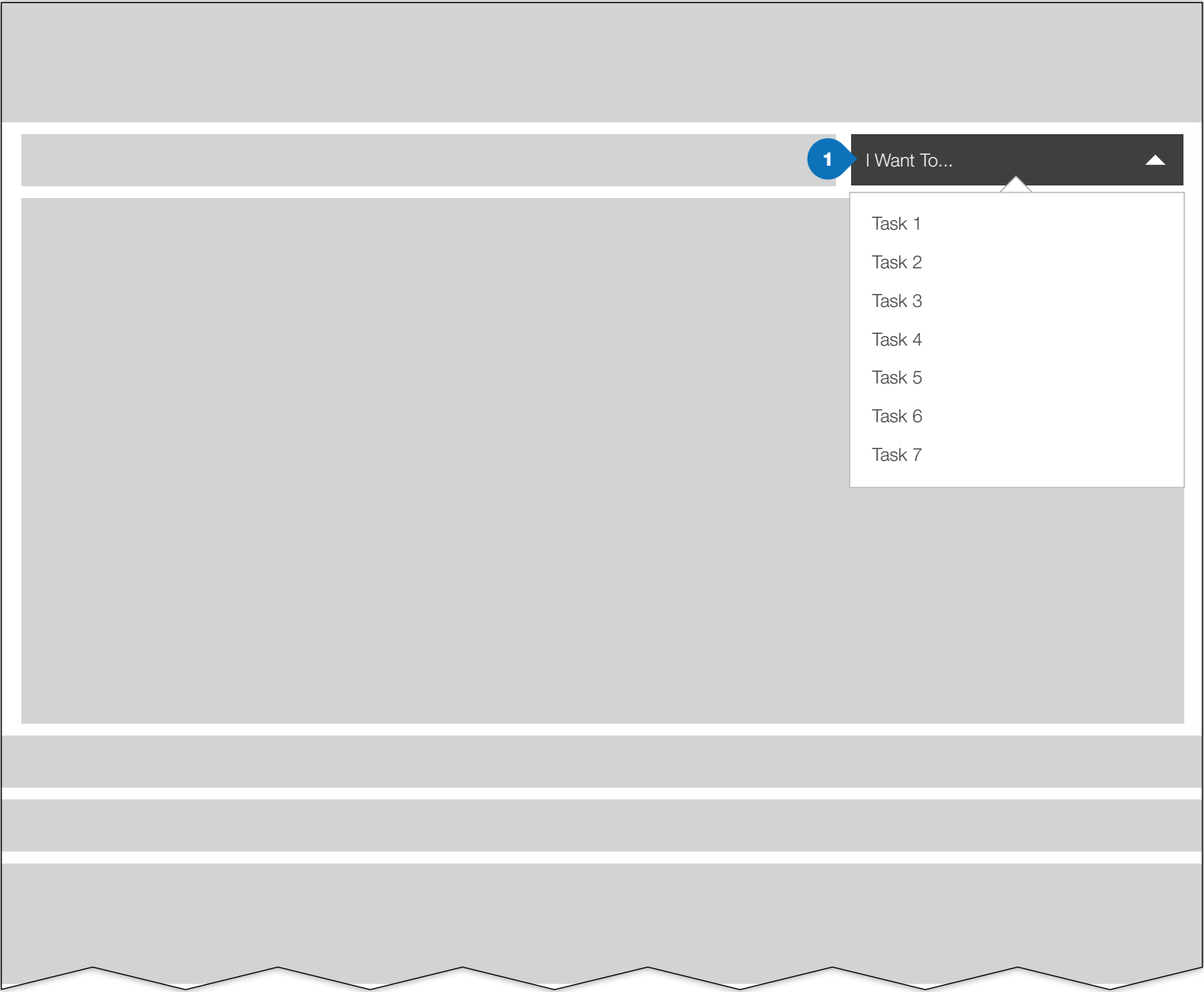
## Page Notes

Module Type: Informational Module

This is the expanded view of the Authorized Users drawer within the Card Profile Module and can be accessed only by primary user and does not appear for authorized users. Users viewing the Private Label Account shall have the ability to view Manage Authorized Users module; meaning they will see the name of any auth users on the hybrid account. Private Label users will not have the ability to manage (add/edit/delete) auth users.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Hybrid Account Deltas - “I Want To” Module, Large View



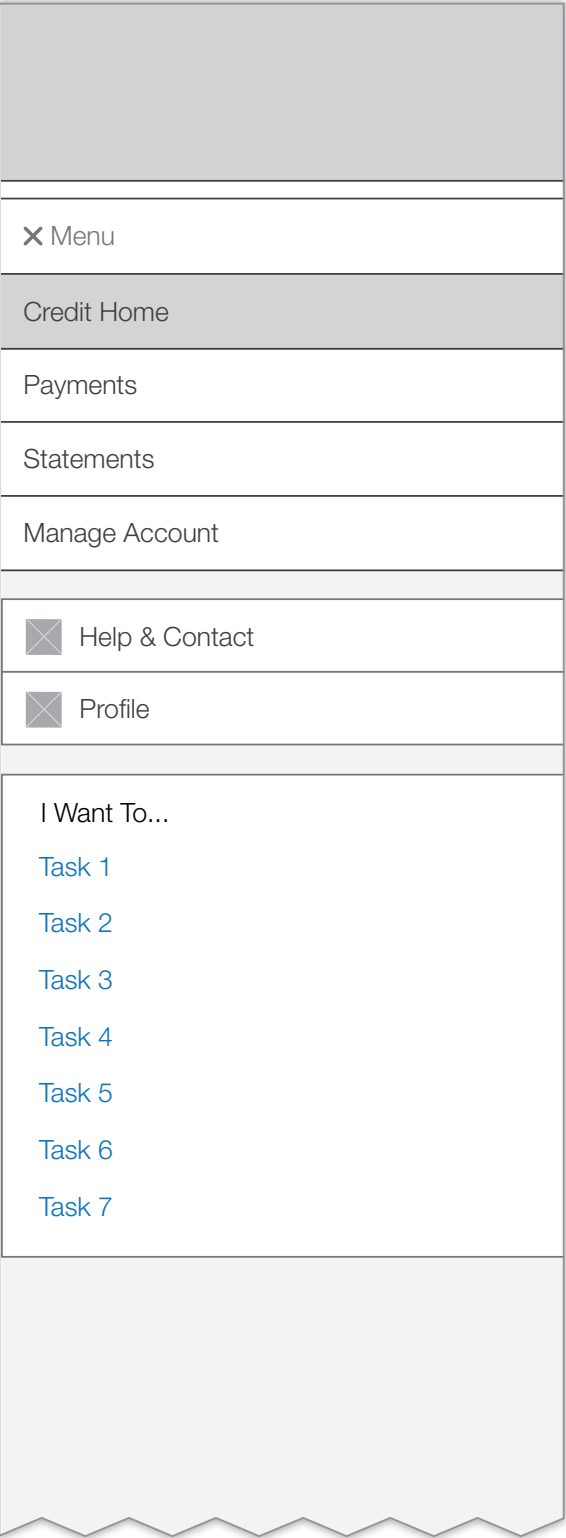
Page Notes

Module Type: Static Module  
On Large and Extra Large and Large breakpoints, the I Want To module is displayed as part of the global elements.

Interaction Notes

| Key | Element            | Action                                              | Notes                                                                                                                                                   |
|-----|--------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | I Want To Dropdown | onClick expands or collapses the I Want To dropdown | The link to “Manage/Add Authorized Users, Report a Card Lost or Stolen and Request a Replacement Card” will not appear for Private Label Account users. |

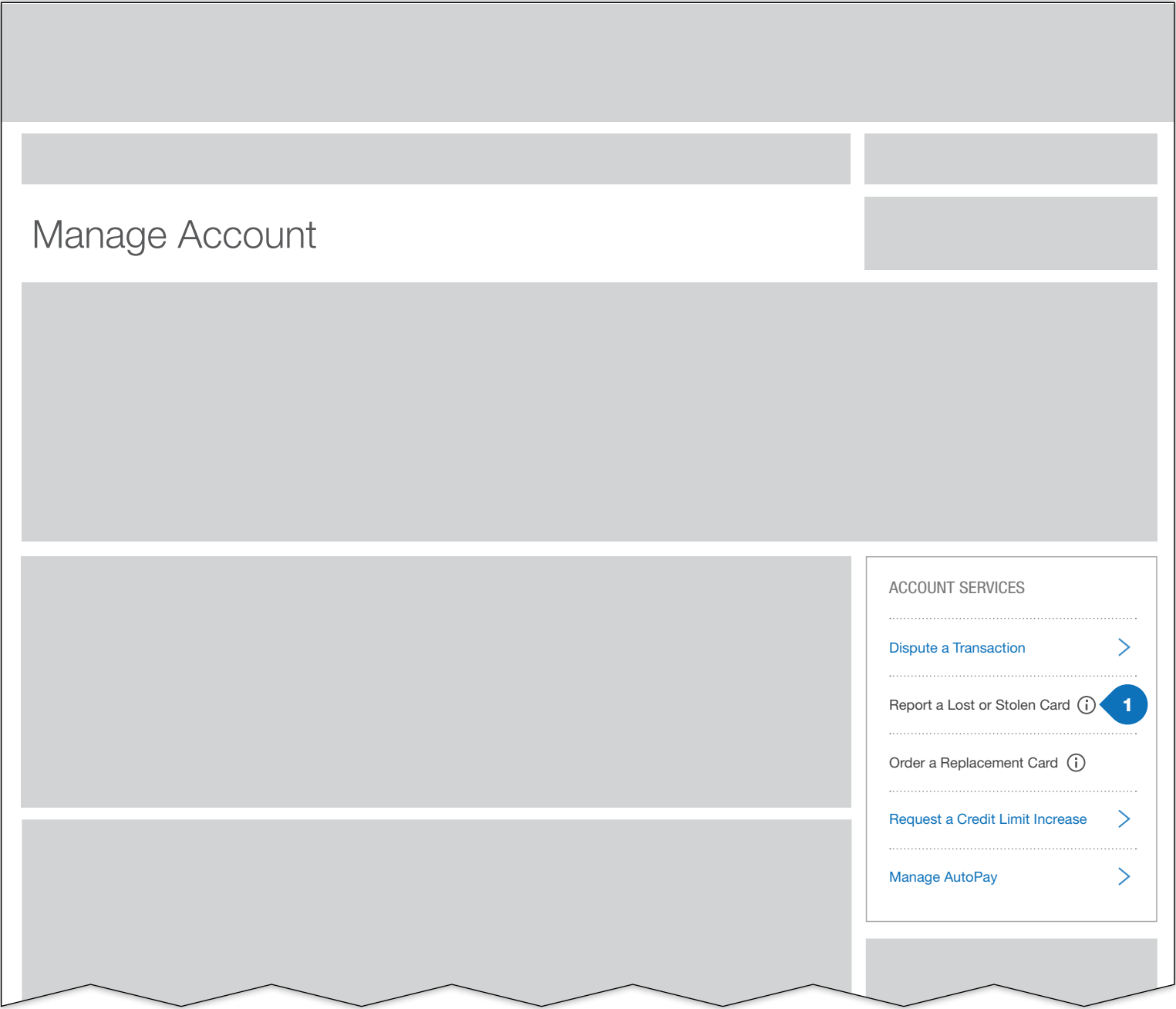
# Wireframe: Hybrid Account Deltas - “I Want To” Module, Extra Small View



## Page Notes

Module Type: Static Module  
On Small and Extra Small breakpoints, the I Want To module is nested within Menu module.

Wireframe: Hybrid Account Deltas - Service Request Module, Large View



Page Notes

Module Type: Static Module

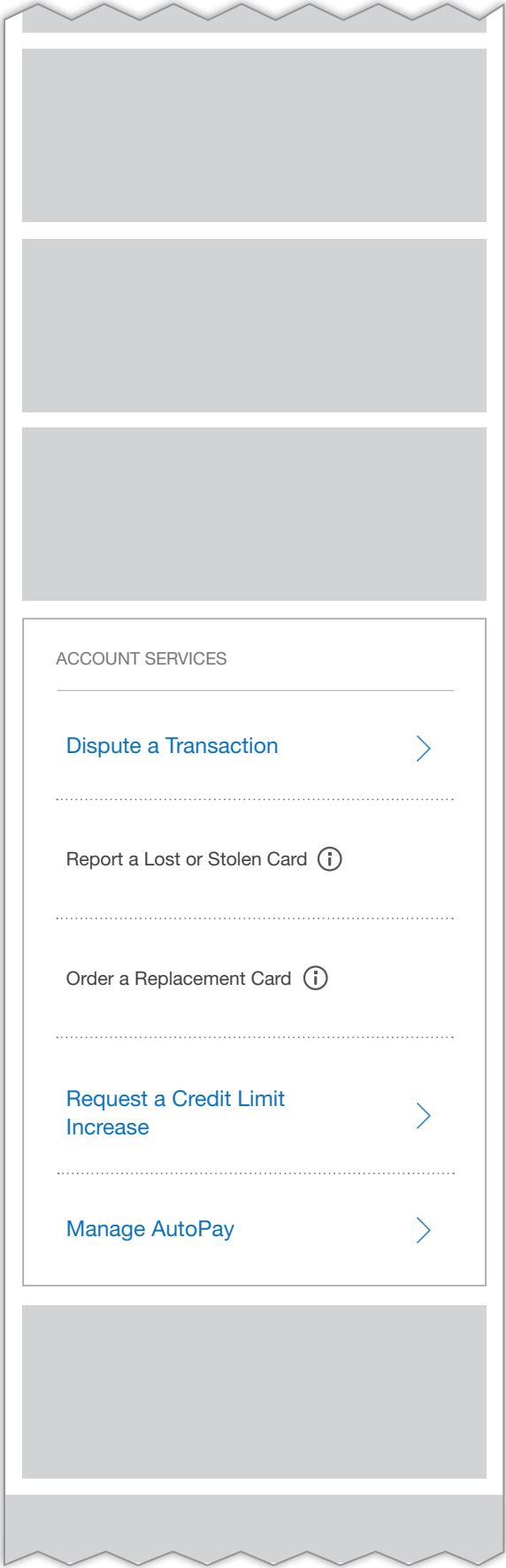
This is the Service Request Module. If access to any of the content is temporarily restricted, displays disabled state for those links; refer to copy for messaging. If the user does not have rights to any of the content, hide that content completely.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Interaction Notes

| Key | Element               | Action                                       | Notes                                                                                                                                                                                                                                                                                   |
|-----|-----------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Inactive Link Tooltip | onClick displays conditional tooltip content | Hybrid Card users who select the Private Label Account will not be able to report a lost or stolen card or request a replacement card. The “Report a Lost or Stolen Card” link and the “Request a Replacement Card” link will be disabled with a tool tip that has conditional content. |

# Wireframe: Hybrid Account Deltas - Service Request Module, Extra Small View



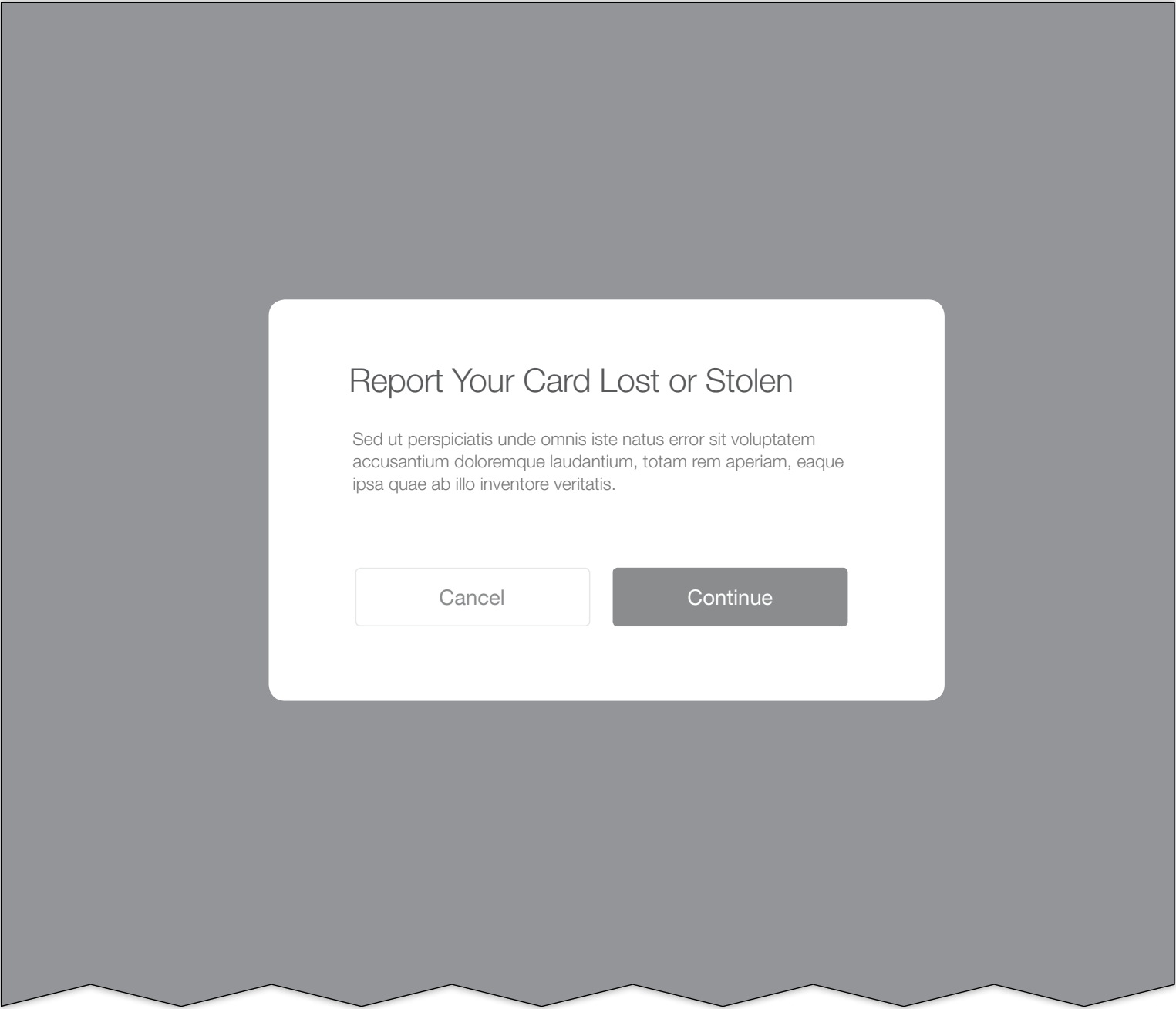
## Page Notes

Module Type: Static Module

This is the Service Request Module. If access to any of the content is temporarily restricted, displays disabled state for those links; refer to copy for messaging. If the user does not have rights to any of the content, hide that content completely.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

Wireframe: Hybrid Account Deltas - Redirect Modal, Large View



Page Notes

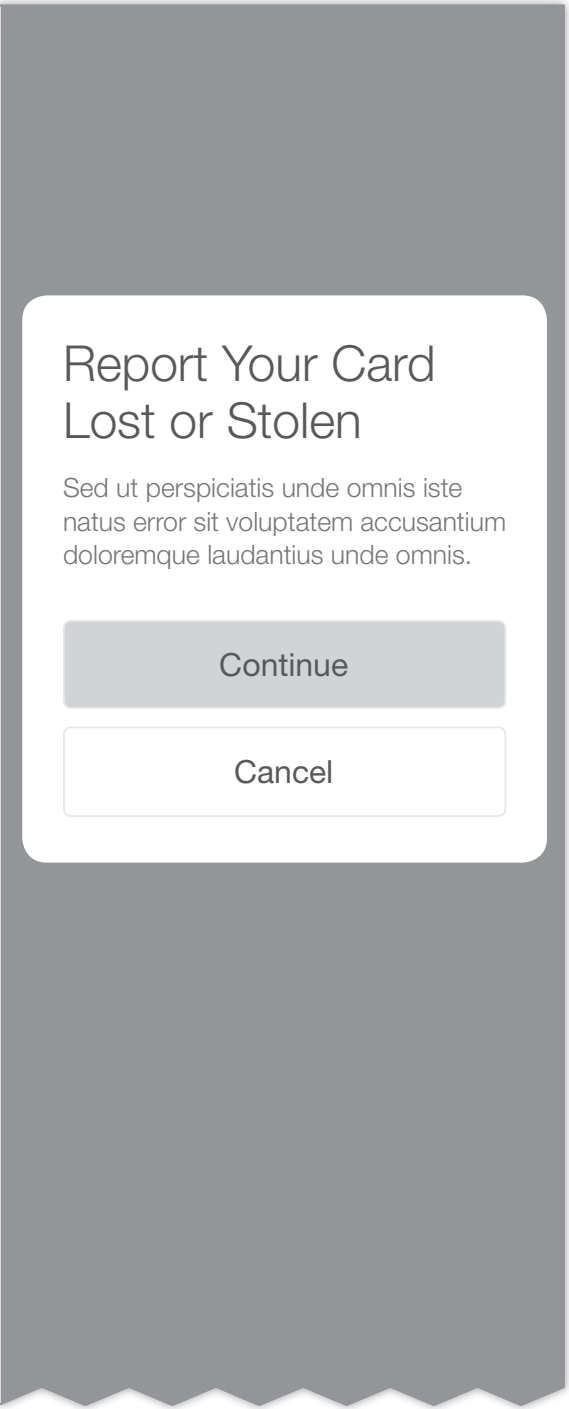
Module Type: Transactional Module

This is the Redirect Modal of the Dispute a Charge Module. This page is displayed if the user states there has been 3 or more unauthorized or unrecognized charges to their account or if a transaction was over \$500. This modal shall be suppressed for the Private Label Account. When a user is navigating the site with the Private Label Account selected, they shall not have the ability to report a card lost or stolen.

Content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.



Wireframe: Hybrid Account Deltas - Redirect Modal, Extra Small View



Page Notes

Module Type: Transactional Module

This is the Redirect Modal of the Dispute a Charge Module. This page is displayed if the user states there has been 3 or more unauthorized or unrecognized charges to their account or if a transaction was over \$500. This modal shall be suppressed for the Private Label Account. When a user is navigating the site with the Private Label Account selected, they shall not have the ability to report a card lost or stolen.

Content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.

 Review Your Information

Submit Request

Content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.



Wireframe: Hybrid Account Deltas - Request Replacement Card Module, Extra Small View

# Request a Replacement Card

## Review Your Information

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. [report your card as lost or stolen](#) now.

Please confirm or update your address:

211 South Congress, Apt. 205  
Austin, TX 78704

[Edit Address](#) >

Any updates or notifications will be sent to:

s\*\*\*\*m@email.com

Edit

Any updates or notifications will be sent to:

s\*\*\*\*m@email.com

Edit

Select the user(s) whose card(s) you want to replace:

☐ Steve Helm

☐ Jeanette Helm

Submit Request

Cancel

Page Notes

Module Type: Transactional Module

This is the Default view of the Request a Replacement Card module. This module can only be accessed with the Co-Branded account active (selected). This module will be suppressed for the Private Label account (as the card is tied to the Co-Branded account). If the user changes accounts to the Private Label using the Card Selector, or a url fragment with the Private Label Selected, load Manage Account landing page with page-level notification.

Content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.

## Wireframe: Hybrid Account Deltas - Report Lost or Stolen Card Module - Overview, Large View

## Report a Lost or Stolen Card



## What to Expect

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor  
 incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam consectetur  
 adipiscing elit, sed do eiusmod

- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod.
- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do.
- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod.
- Lorem ipsum dolor sit amet, consectetur adipiscing elit.

You can expect your new card within [X] to [X] days.

Cancel

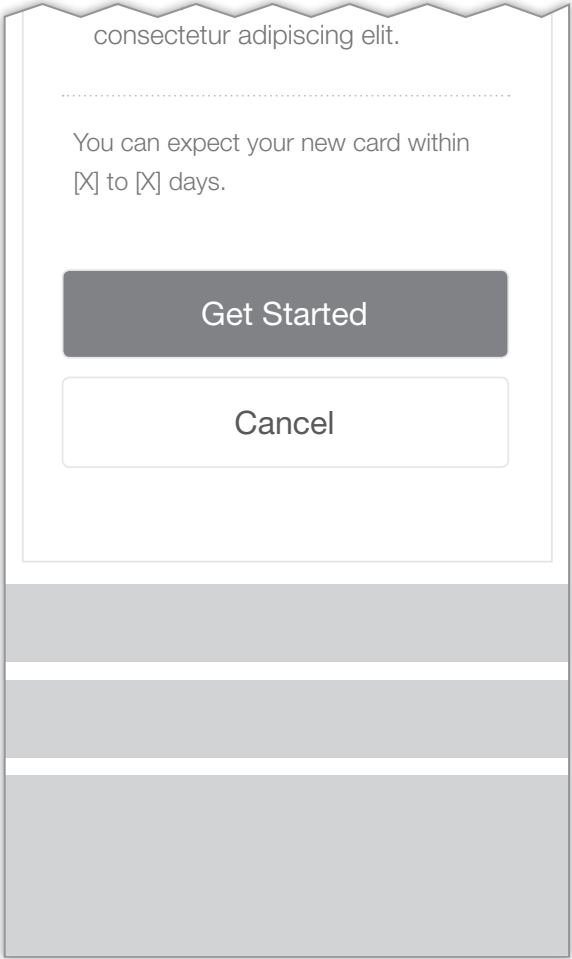
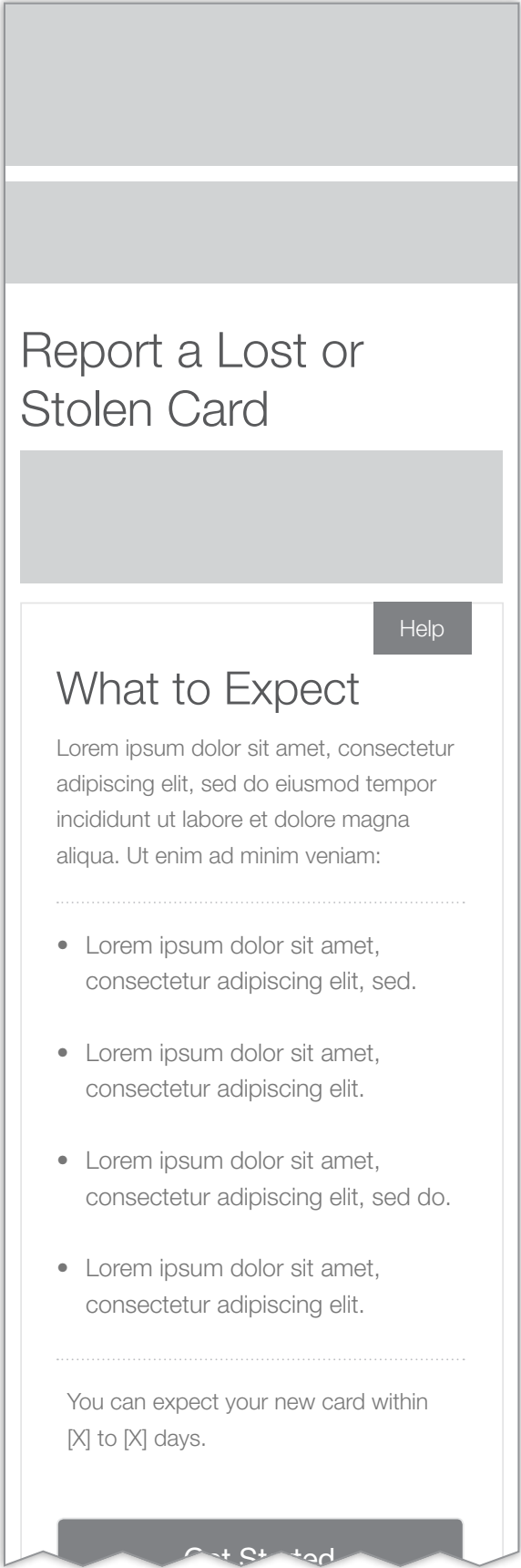
## Get Started

## Page Notes

Module Type: Transactional Module

This is the What to Expect step of the Report a Lost or Stolen Card module. This module can only be accessed with the Co-Branded account active (selected). This module will be suppressed for the Private Label account (as the card is tied to the Co-Branded account). If session times out during this flow, displays a variation of the time out modal. Refer to copy deck for details. If the user changes accounts to the Private Label using the Card Selector, or a url fragment with the Private Label Selected, load Manage Account landing page with page-level notification.

Content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.



Page Notes

Module Type: Transactional Module

This is the What to Expect step of the Report a Lost or Stolen Card Module. This module can only be accessed with the Co-Branded account active (selected). This module will be suppressed for the Private Label account (as the card is tied to the Co-Branded account). If session times out during this flow, displays a variation of the Time Out modal. Refer to copy deck for details. If the user changes accounts to the Private Label using the Card Selector, or a url fragment with the Private Label Selected, load Manage Account landing page with page-level notification.

Content and interactions are consistent across all breakpoints. If the module fails to load, display Module Failure.

## Dispute a Charge

## Select a Transaction



1 Sed ut perspicatis unde omnis iste natus error sit voluptatem accusantium  
doloremque laudantium.

Filter by Statement Period

### Recent Activity

| SELECT                | DATE   | DESCRIPTION                              | AMOUNT   |   |
|-----------------------|--------|------------------------------------------|----------|---|
| <input type="radio"/> | JUN 19 | [Partner Provided Name], Rollingwood, TX | \$65.47  | + |
| <input type="radio"/> | MAY 28 | [Partner Provided Name], Rollingwood, TX | \$872.05 | + |
| <input type="radio"/> | MAY 22 | [Partner Provided Name], Rollingwood, TX | \$306.76 | + |

Cancel

Continue

This is the Select a Transaction view of the Dispute a Charge module. This page can be accessed via the Account Activity module or Dispute a Transaction link within the Service Request module. Displays module takeover if the account has bankrupt, charged-off, legal, lost or stolen status.

Content and interactions are consistent across all breakpoints. If the module fails to load, displays Module Failure.

## Interaction Notes

| Key | Element                         | Action | Notes                                                                                                                                                        |
|-----|---------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Report Card Lost or Stolen Link | None   | The Report Your Card Lost or Stolen Link will be suppressed for the Private Label account throughout the Dispute a Charge module for Private Label accounts. |

| CARD SELECTOR MODULE                     |   |   |         |                                                               |                |     |               |                |                           |        |                                                      |
|------------------------------------------|---|---|---------|---------------------------------------------------------------|----------------|-----|---------------|----------------|---------------------------|--------|------------------------------------------------------|
| D                                        | T | M | ELEMENT | COPY                                                          | COPY (SPANISH) | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPAN-ISH) | CMS ID | NOTES                                                |
|                                          |   |   | Image   | [Program Card Art]                                            |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Text    | [Card/Program Name]                                           |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Text    | Ending in [XXXX]                                              |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Text    | Viewing [Co-branded Account Name]                             |                |     |               |                |                           |        | Conditional: When Co-branded Account is selected.    |
|                                          |   |   | Text    | Viewing [Private Label Account Name]                          |                |     |               |                |                           |        | Conditional: When Private Label Account is selected. |
|                                          |   |   | Text    | [Co-branded Account Name]<br>Current Balance [\$XX,XXX.XX]    |                |     |               |                |                           |        | Displays only on ex-panded state                     |
|                                          |   |   | Text    | [Private Label Account Name]<br>Current Balance [\$XX,XXX.XX] |                |     |               |                |                           |        | Displays only on ex-panded state                     |
| LINKED CARDS SUMMARY MODULE              |   |   |         |                                                               |                |     |               |                |                           |        |                                                      |
| D                                        | T | M | ELEMENT | COPY                                                          | COPY (SPANISH) | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPAN-ISH) | CMS ID | NOTES                                                |
|                                          |   |   | Image   | [Program Card Art]                                            |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Text    | [Card/Program Name]                                           |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Text    | Ending in [XXXX]                                              |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Link    | Remove                                                        |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Link    | Edit                                                          |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Text    | [Co-branded Account Name]                                     |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Text    | Default                                                       |                |     |               |                |                           |        | Conditional: If Account is selected as default.      |
|                                          |   |   | Text    | [Private Label Account Name]                                  |                |     |               |                |                           |        |                                                      |
|                                          |   |   | Text    | Default                                                       |                |     |               |                |                           |        | Conditional: If Account is selected as default.      |
| LINKED CARDS SUMMARY MODULE (EDIT STATE) |   |   |         |                                                               |                |     |               |                |                           |        |                                                      |
| D                                        | T | M | ELEMENT | COPY                                                          | COPY (SPANISH) | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPAN-ISH) | CMS ID | NOTES                                                |
|                                          |   |   | Image   | [Program Card Art]                                            |                |     |               |                |                           |        |                                                      |

|                                                |   |   |             |                              |                |     |               |                |                           |        |                                                          |
|------------------------------------------------|---|---|-------------|------------------------------|----------------|-----|---------------|----------------|---------------------------|--------|----------------------------------------------------------|
|                                                |   |   | Field Label | Card Nickname                |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Text        | Ending in [XXXX]             |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Text        | [Co-branded Account Name]    |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Checkbox    | Set as Default               |                |     |               |                |                           |        | Conditional: If Account is NOT currently set as default. |
|                                                |   |   | Text        | [Private Label Account Name] |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Checkbox    | Set as Default               |                |     |               |                |                           |        | Conditional: If Account is NOT currently set as default. |
| USER PROFILE MODULE, MANAGE CARDS              |   |   |             |                              |                |     |               |                |                           |        |                                                          |
| D                                              | T | M | ELEMENT     | COPY                         | COPY (SPANISH) | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPAN-ISH) | CMS ID | NOTES                                                    |
|                                                |   |   | Image       | [Program Card Art]           |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Text        | [Card/Program Name]          |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Text        | Ending in [XXXX]             |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Button      | Remove                       |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Button      | Edit                         |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Text        | [Co-branded Account Name]    |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Text        | Default                      |                |     |               |                |                           |        | Conditional: If Card is selected as default.             |
|                                                |   |   | Text        | [Private Label Account Name] |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Text        | Default                      |                |     |               |                |                           |        | Conditional: If Card is selected as default.             |
| USER PROFILE MODULE, MANAGE CARDS (EDIT STATE) |   |   |             |                              |                |     |               |                |                           |        |                                                          |
| D                                              | T | M | ELEMENT     | COPY                         | COPY (SPANISH) | ADA | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPAN-ISH) | CMS ID | NOTES                                                    |
|                                                |   |   | Image       | [Program Card Art]           |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Field Label | Card Nickname                |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Text        | Ending in [XXXX]             |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Text        | [Co-branded Account Name]    |                |     |               |                |                           |        |                                                          |
|                                                |   |   | Checkbox    | Set as Default               |                |     |               |                |                           |        | Conditional: If Account is NOT currently set as default. |



|                                         |   |   |          |                                                                                                                                                                                                                                 |                |                                 |               |                |                          |        |                                                                        |
|-----------------------------------------|---|---|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------------------------|---------------|----------------|--------------------------|--------|------------------------------------------------------------------------|
|                                         |   |   | Text     | [Private Label Account Name]                                                                                                                                                                                                    |                |                                 |               |                |                          |        |                                                                        |
|                                         |   |   | Checkbox | Set as Default                                                                                                                                                                                                                  |                |                                 |               |                |                          |        | Conditional: If Account is NOT currently set as default.               |
| MANAGE AUTHORIZED USERS MODULE—TOOL TIP |   |   |          |                                                                                                                                                                                                                                 |                |                                 |               |                |                          |        |                                                                        |
| D                                       | T | M | ELEMENT  | COPY                                                                                                                                                                                                                            | COPY (SPANISH) | ADA                             | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                  |
|                                         |   |   | Link     | [Tooltip Icon]                                                                                                                                                                                                                  |                | Open Authorized Users tooltip.  |               |                |                          |        | Conditional: Displays for Private Label Account.<br><br>Opens tooltip. |
|                                         |   |   | Header   | Authorized Users for Hybrid Accounts                                                                                                                                                                                            |                |                                 |               |                |                          |        |                                                                        |
|                                         |   |   | Text     | To add or remove an Authorized User, please contact a Customer Service representative at [XXX-XXX-XXXX]. If outside the U.S., Canada or Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX], [Day-Day HH:MM am/pm -HH:MM am/pm TZ] |                |                                 |               |                |                          |        |                                                                        |
|                                         |   |   | Link     | [Close]                                                                                                                                                                                                                         |                | Close Authorized Users tooltip. |               |                |                          |        | Closes tooltip.                                                        |
| CARD PROFILE MODULE, AUTHORIZED USERS   |   |   |          |                                                                                                                                                                                                                                 |                |                                 |               |                |                          |        |                                                                        |
| D                                       | T | M | ELEMENT  | COPY                                                                                                                                                                                                                            | COPY (SPANISH) | ADA                             | ADA (SPANISH) | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                  |
|                                         |   |   | Copy     | To add or remove an Authorized User, please contact a Customer Service representative at [XXX-XXX-XXXX]. If outside the U.S., Canada or Puerto Rico, call collect at [X-XX-XXX-XXX-XXXX], [Day-Day HH:MM am/pm -HH:MM am/pm TZ] |                |                                 |               |                |                          |        | Conditional: Displays for Private Label Account.                       |

| SERVICE REQUEST MODULE |   |   |                |                                                                                                                              |                                                        |                |                                         |                |                          |        |                                                                                         |
|------------------------|---|---|----------------|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----------------|-----------------------------------------|----------------|--------------------------|--------|-----------------------------------------------------------------------------------------|
| D                      | T | M | ELEMENT        | COPY                                                                                                                         | COPY (SPANISH)                                         | ADA            | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                   |
|                        |   |   | Link           | <a href="#">Report a Lost or Stolen Card</a>                                                                                 | <a href="#">Denunciar una tarjeta perdida o robada</a> |                |                                         |                |                          |        |                                                                                         |
|                        |   |   | Link           | [Tooltip Icon]                                                                                                               | [Ícono de la sugerencia de la herramienta]             | Open tooltip.  | Abrir la sugerencia de la herramienta.  |                |                          |        | Conditional: When Private Label credit line is selected                                 |
|                        |   |   | Tooltip Header | Service Unavailable                                                                                                          | Servicio no disponible                                 |                |                                         |                |                          |        | Conditional: When Private Label credit line is selected.<br><br>Tooltip expanded state. |
|                        |   |   | Tooltip Text   | This service is not available for this credit line. Switch to your [Co-Branded] Credit Line to Report a Lost or Stolen Card. | (Translation needed.)                                  |                |                                         |                |                          |        | Conditional: When Private Label credit line is selected.<br><br>Tooltip expanded state. |
|                        |   |   | Link           | [Close Icon]                                                                                                                 | [Close Icon]                                           | Close tooltip. | Cerrar la sugerencia de la herramienta. |                |                          |        | Conditional: When Private Label credit line is selected.<br><br>Tooltip expanded state. |
|                        |   |   | Link           | <a href="#">Order a Replacement Card</a>                                                                                     | <a href="#">Pedir una tarjeta de reemplazo</a>         |                |                                         |                |                          |        |                                                                                         |
|                        |   |   | Link           | [Tooltip Icon]                                                                                                               | [Ícono de la sugerencia de la herramienta]             | Open tooltip.  | Abrir la sugerencia de la herramienta.  |                |                          |        | Conditional: When Private Label credit line is selected                                 |
|                        |   |   | Tooltip Header | Service Unavailable                                                                                                          | Servicio no disponible                                 |                |                                         |                |                          |        | Conditional: When Private Label credit line is selected.                                |
|                        |   |   | Tooltip Text   | This service is not available for this credit line. Switch to your [Co-Branded] Credit Line to Request a Replacement Card.   | (Translation needed.)                                  |                |                                         |                |                          |        |                                                                                         |
|                        |   |   | Link           | [Close Icon]                                                                                                                 | [Close Icon]                                           | Close tooltip. | Cerrar la sugerencia de la herramienta. |                |                          |        | Conditional: When Private Label credit line is selected.<br><br>Tooltip expanded state. |
| HYBRID ACCOUNT FAQs    |   |   |                |                                                                                                                              |                                                        |                |                                         |                |                          |        |                                                                                         |
| D                      | T | M | ELEMENT        | COPY                                                                                                                         | COPY (SPANISH)                                         | ADA            | ADA (SPANISH)                           | ERROR MESSAGES | ERROR MESSAGES (SPANISH) | CMS ID | NOTES                                                                                   |
|                        |   |   | Heading        | How do I switch between my two credit lines?                                                                                 |                                                        |                |                                         |                |                          |        | FAQ Categories: Credit Home, Manage Cards                                               |



|  |  |  |         |                                                                                                                                                                                                                                                                                                       |  |  |  |  |  |  |                                                                                    |
|--|--|--|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|------------------------------------------------------------------------------------|
|  |  |  | Text    | Your Account Online is designed to let you manage each credit line separately. Using the Card Selector on your Credit Home page, you can switch between credit lines to make payments, go paperless, set up alerts and access your other online account services.                                     |  |  |  |  |  |  |                                                                                    |
|  |  |  | Heading | Are all online account services available for both my credit lines?                                                                                                                                                                                                                                   |  |  |  |  |  |  | FAQ Categories: Credit Home, Manage Cards, Lost or Stolen Cards, Replacement Cards |
|  |  |  | Text    | No, certain account services must be accessed through your [Co-Branded] credit line. These include Reporting a Card Lost or Stolen and Requesting a Replacement Card. Make sure you've selected your [Co-Branded] credit line in the Card Selector on your Credit Home page to access these services. |  |  |  |  |  |  |                                                                                    |
|  |  |  | Heading | How do I make payments on my separate credit lines?                                                                                                                                                                                                                                                   |  |  |  |  |  |  | FAQ Categories: Credit, Making a Payment, AutoPay, Payment Sources                 |
|  |  |  | Text    | Payments to your credit lines are managed separately. Using the Card Selector on your Credit Home page to navigate between your credit lines, you can schedule payments, track payment history, enroll in AutoPay or add Payment Sources for each.                                                    |  |  |  |  |  |  |                                                                                    |
|  |  |  | Heading | Will I need to view separate statements for my two credit lines?                                                                                                                                                                                                                                      |  |  |  |  |  |  | FAQ Categories: Statements, Paperless Statements                                   |

|  |  |  |      |                                                                                                                                                                                        |  |  |  |  |  |  |  |
|--|--|--|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|
|  |  |  | Text | Yes, each statement includes balance and account activity. To view a statement, click the Card Selector, then a credit line. You can view and download your statements online anytime. |  |  |  |  |  |  |  |
|--|--|--|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|--|--|

thanks